



## POSITION DESCRIPTION

*STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.*

**POSITION NUMBER: 1157**

**Date reviewed/created:** November 2024

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**POSITION TITLE: Families in Cultural Transition (FICT) Administrative Officer**

**TEAM:** Community Services – FICT

**LOCATION:** Fairfield

**AGREEMENT:** “NSW (Non-Declared) Affiliated Health Organisations’ Health Employees Agreement 2019”

**CLASSIFICATION:** Administrative Officer Level 3.

A generous salary packaging scheme is also offered.

**VACCINATION REQUIREMENT:** Category B.

**PERIOD OF APPRAISAL:** Performance will be assessed within 3 months of commencement and a 6-month probationary/qualifying period will also apply.

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### Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS’ service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence-based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS’ approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community, and cultural strengths.

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### Background to the Program Area of the Position

The Community Services Team covers a wide range of services for refugee individuals, families and communities. The team is managed by the Community Services Coordinator and it consists of 7 smaller teams (School Liaison, Youth, Community Development, Rural and Regional Community Development, My Language Team, CLSR and FICT) and the following positions: Witness to War staff, CD Evaluation Officers; Grants, Tenders and Fundraising Officer; CiCT Project Officers Community Cultural Development Officer, LGBTIQ+ Project Officers, and CD Policy Officers. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

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### ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *FICT Team Leader.*
2. Responsible for: *Nil.*

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## SELECTION CRITERIA:

### ESSENTIAL REQUIREMENTS:

1. Effective oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office.
2. Demonstrated initiative and the ability to liaise with individuals in a variety of situations professionally.
3. Proven organisational skills and the ability to meet deadlines with limited supervision.
4. Experience in general administration tasks and ability to train new staff in all administrative procedures and practices.
5. Well-developed and demonstrated skills in quality data entry.
6. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Demonstrated experience in event coordination and administrative support for group activities or training programs.
8. Current NSW Driver's Licence.

\*This position is not considered child-related employment and will require a National Police Check.

### VACCINATION REQUIREMENTS

**\*This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

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### BRIEF DESCRIPTION OF ROLE

This position is responsible for providing high-level, administrative support to the FICT team including carrying out key administrative duties such as word processing, filing, minute taking, management of correspondence and data entry to fulfil STARTTS and external funding body requirements. Accurate and efficient data entry is a key element of the role, particularly the timely entry of data from FICT (and other allied programs) into CAREHR and the Department of Social Services (DSS) DEX data base. The position is also responsible for maintenance of all FICT related materials, the production of group participation certificates and other materials required for Facilitator/Project Officer training and general group functioning.

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### PRIMARY OBJECTIVES:

1. Provide efficient administrative assistance for FICT group operations, including recruitment, onboarding, and training support.
2. Ensure all materials, facilitator packs, and kits for FICT groups are up-to-date and well-stocked.
3. Support Project Officers with administrative tasks, document preparation, scheduling, and project logistics.
4. Act as a primary contact, ensuring responsive and professional communication with internal and external stakeholders.
5. Contribute to quality improvement initiatives, adhere to safety policies, and support data entry tasks when needed.

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### PRIMARY DUTIES:

1. **Administrative Support and Administration of FICT Groups and Training**

- 1.1. Provide efficient administrative support to the FICT team
- 1.2. Assist the FICT Team Leader and Project Officers with tasks related to the recruitment, onboarding, payments, and training of FICT Facilitators.
- 1.3. Monitor Facilitator compliance with data submission requirements and help ensure the accuracy and completeness of group data.
- 1.4. Maintain and update FICT Facilitator lists, timesheets, and track catering arrangements, collect catering receipts and coordinate and monitor payments as needed.
- 1.5. Provide guidance and support to FICT Facilitators in managing their data entry into ProSpend, ensuring accuracy and timely submission of expense-related data. Monitor entries for completeness, offer troubleshooting assistance, and coordinate with finance as needed to address any data entry issues.

## **2. Maintenance of FICT Materials**

- 2.1. Ensure all materials required for running FICT groups are kept current and well-maintained.
- 2.2. Manage FICT kit stock, ensuring adequate supplies for upcoming group sessions.
- 2.3. Maintain a supply of updated FICT Facilitator packs, ensuring facilitators have the resources they need.

## **3. General Clerical and Project Assistance**

- 3.1. Support Project Officers with different tasks and projects, including report preparation, and administrative logistics.
- 3.2. Provide general administration support, such as document preparation, scheduling, and responding to inquiries from internal and external stakeholders.

## **4. Communication and Liaison**

- 4.1. Serve as a primary point of contact for inquiries, ensuring responses are informative, professional, and directed to appropriate resources as necessary.
- 4.2. Facilitate effective communication with internal and external stakeholders to ensure high-quality support services for FICT programs.

## **5. Quality Improvement and Compliance**

- 5.1. Participate in quality improvement initiatives to enhance administrative efficiency and team performance.
- 5.2. Actively promote Work Health and Safety by adhering to policies and procedures, promptly reporting hazards or incidents, and participating in training activities.

## **6. Data Entry (in absence of Data Entry Admin Officer)**

- 6.1. In the absence of the designated Data Entry Officer, ensure timely and accurate completion of all required data entry tasks, if required.
- 6.2. Ensure accurate entry of SCORE and Case data into relevant systems (such as DEX, CAREHR, and FaCS portal).
- 6.3. Establish MRNs and update records for FICT groups, maintaining confidentiality and accuracy.
- 6.4. Enter and manage WHO-5 evaluation data for all FICT groups within CAREHR when required.

## **7. Personnel**

- 7.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 7.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 7.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 7.4. Participate in STARTTS staff meetings and other relevant meetings.
- 7.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 7.6. Participate in identifying quality improvement initiatives/strategies.
- 7.7. Attend and participate in all training opportunities identified for the role.
- 7.8. Liaise with and seek senior advice as required.

## **8. As a STARTTS employee you are expected to:**

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures, and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

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### **Equal Employment Opportunity and Staff Relationships:**

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

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### **STARTTS Workplace Policies:**

You must observe and comply with the provisions set out in any and all written policy, practice, or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

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### **Induction and Orientation:**

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

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### **Work Health & Safety Responsibilities:**

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

**Risk Management Responsibilities:** All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

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**Smoke-free Workplace:**

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

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I have read the **Families in Cultural Transition (FICT) Administrative Officer #1157** Position Description, understand its contents, and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

**Employee Name:**

\_\_\_\_\_ *Please print*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The review for this Position Description is due: November 2026**