



POSITION DESCRIPTION

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

POSITION NUMBER: 1030-1

Date reviewed/created: April 2022

POSITION TITLE: Ukrainian Welcome Manager

TEAM: Community Development

LOCATION: Ukrainian Youth Centre, Lidcombe

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement".

CLASSIFICATION: Health Manager Level 1 or other relevant classification based on qualifications, experience and requirements of the role.

A generous salary packaging scheme is also offered.

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

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.

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 5 smaller teams (School Liaison, Youth, Community Development, CLSR and FICT) and the following positions: CD Evaluation Officers; Grants, tenders and Fundraising Officer; CiCT Project Officers Community Cultural Development Officer, LGBTIQ+ Project Officers, and CD Policy officer. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

Background to the position

Based in Lidcombe (Ukrainian Youth Centre) this position focuses on coordinating support to newly arrived forcibly displaced Ukrainians through provision of individual services and management of a small group of case workers and volunteers. The position is funded by Be Kind Sydney, and the project is a collaboration between Ukrainian Council of NSW, Be Kind Sydney and STARTTS. This 12 month contract is dependent on the inflow of new arrivals and availability of future funding. This is a role requiring community leadership and management capability. Managing expectations of multiple stakeholders will require problem solving skills, networking skills and an ability to develop effective partnerships.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Community Development Team Leader and the Project Steering Committee composed of STARTTS, Ukrainian Council of NSW and Be Kind Sydney representatives.

SELECTION CRITERIA:

Essential Criteria:

1. Relevant Tertiary qualifications in Managing Projects or other relevant discipline or significant experience in the field.
2. Excellent project planning, implementation and evaluation skills including financial management aspects.
3. Excellent verbal, written and interpersonal communication skills in English and Ukrainian including computer literacy
4. Demonstrated experience in leading small teams and volunteer management
5. Demonstrated understanding of the impact of trauma in the context of refugee experience on individuals, families and communities
6. Demonstrated understanding of the settlement and multicultural sector
7. Demonstrated strong community building and stakeholder engagement skills.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment

Desirable:

1. Experience in working with newly-arrived refugee communities.
2. NSW Drivers Licence

*This position is considered child-related employment and will require a National Criminal Record Check.

COVID -19 REQUIREMENTS

*In line with the Public Health Order, all STARTTS workers are considered Health Workers and are required to be vaccinated against COVID-19. In order to be eligible for consideration for employment with STARTTS, all recruits must provide evidence of vaccination against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of the Public Health Order, prior to appointment. Should you not be able to comply before your commencement date, the offer of employment may be withdrawn.

PRIMARY OBJECTIVES:

1. To lead and motivate a small team of Case Workers and volunteers to deliver one-on-one support to newly arrived forcibly displaced Ukrainians.
2. To ensure that Settlement Services International (SSI) case plans are understood by newly arrived forcibly displaced Ukrainian individuals and families
3. To develop and maintain relationships with relevant Government and non-Government stakeholders
4. To ensure the project client data collection system is developed and implemented
5. To liaise with the funding body and ensure project acquittals are completed as required.

6. To develop and implement volunteer policies, procedures and support infrastructure for the Ukrainian Council of NSW.
7. To identify and implement community support projects relevant to newly arrived forcibly displaced Ukrainians.
8. To ensure the Project Steering Committee receives secretariat support.

PRIMARY DUTIES:**1. Routine**

- 1.2 Assist in the evaluation and effectiveness of the service provided
- 1.3 Document own work
- 1.4 If required, undertake training in working with torture and trauma survivors.
- 1.5 Attend relevant external meetings, forums, consultations and interagencies.
- 1.6 Participate in STARTTS community consultations program with Ukrainian community and follow up on relevant issues.
- 1.7 Connect newly arrived forcibly displaced Ukrainians with relevant STARTTS services.
- 1.8 Participate in compulsory staff development activities
- 1.9 Provide performance management and supervision to case workers and volunteers.

2. Reporting

- 2.2 Prepare reports on services relating to areas of work as required
- 2.3 Supply statistical information and maintain records
- 2.4 Provide bi-monthly reports to the Community Development Team Leader and the Project Steering Committee.

3. Quality Assurance

- 3.2 Actively participate in Quality Assurance activities undertaken by STARTTS

4. Personnel

- 4.2 Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 4.3 Be an active participant in team meetings to maximise contribution to the work of the team
- 4.4 Participate in STARTTS staff meetings and other relevant meetings
- 4.5 Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 4.6 Participate in identifying quality improvement initiatives/strategies.
- 4.7 Attend and participate in all training opportunities identified for the role.
- 4.8 Liaise with and seek senior advice as required.

5. 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.

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.

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.

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 (ie 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*.

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.

I have read the **Ukrainian Welcome Manager** 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: April 2024