



POSITION DESCRIPTION

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

POSITION NUMBER: TBC

Date reviewed/created: February 2022

POSITION TITLE: Senior Rural and Regional Community Development Officer

TEAM: Community Development

LOCATION: Rural and Regional NSW

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 Officer; Grants, Tenders and Fundraising Officer; CiCT Project Officer; Community Cultural Development Officer and CD Policy Officer. The Community Services Team is integral to the STARTTS systemic approach to recovery of torture and trauma survivors.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Community Development Team Leader
2. Responsible for: Mentoring and support for the Rural and Regional Community Development staff involved in community development work.

SELECTION CRITERIA:

Essential Criteria:

1. Relevant tertiary qualifications (e.g. policy, community development, social work, social sciences) and significant experience in the field.
2. Understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in the Rural and Regional Australian context.
3. Demonstrated ability to operate within a highly complex political and social environment.
4. Demonstrated knowledge and experience in community development, advocacy, partnership building and community liaison in a Multi-cultural Rural and Regional context.
5. Excellent oral, written and interpersonal communications skills and proficiency in the use of Microsoft Office.
6. Ability to provide consultancy, mentoring, training and support to staff engaged in Rural and Regional community development work.
7. Demonstrated management skills and ability to work independently and as part of a multidisciplinary team within a multicultural environment.
8. Current NSW Drivers Licence.

Desirable Criteria:

1. Experience in working with newly-arrived refugee communities in the Rural and Regional setting.
2. Experience in mentoring Community Development officers and counsellors who work with people from Refugee Backgrounds in the Rural and Regional setting.
3. Bi-lingual in a community language relevant to refugee communities living in NSW and located in a Rural or Regional NSW setting.

*This position is considered child-related employment and will require a Working with Children Background Check and a National Police Check.

**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.*

PRIMARY OBJECTIVES:

1. To maintain own community development load.
2. To assist STARTTS Community Development Rural and Regional staff with capacity building tasks.
3. To provide mentoring, support and guidance to Rural and Regional Counsellors and CLSR Client Support Workers involved in community development work.
4. To oversee collation of community development and social support groupwork data coming from Direct Services and CLSR Teams.
5. To act in the position of Community Development Team Leader when required.
6. To support and guide DS and CLSR Team leaders in relation to community liaison and engagement role of their teams in Rural and Regional Context.
7. To ensure strategic approach to community capacity building, self-advocacy and political engagement by refugee communities across various Rural and Regional locations.

PRIMARY DUTIES:

1. Capacity Building

- 1.1. Assist STARTTS Community Development Rural and Regional staff with capacity building tasks

- 1.2. Facilitate monthly Rural and Regional Community Development meetings.
 - 1.3. Provide consultancy and mentoring to Rural and Regional Community Development staff.
 - 1.4. Negotiate access to support staff from other locations if required by specific projects in rural and regional areas (e.g. Youth Camps, Capoeira Angola, Expos).
 - 1.5. Provide consultancy, mentoring and support to external Rural and Regional agencies.
 - 1.6. Ensure that the Training Coordinator is aware of staff development needs for Rural and Regional Community Development and other staff involved in Community Development and Groupwork.
 - 1.7. Facilitate and/or co-facilitate training in the Rural and Regional setting if required.
 - 1.8. Guide and support Rural and Regional Community Development staff with community consultations process.
 - 1.9. Support local staff to identify partnership, project and funding opportunities and provide relevant and timely information to the Grants and Tenders Officer to ensure submission of funding applications.
- 2. Community Development**
- 2.1. Maintain own Community Development load
 - 2.2. Maintain community engagement and capacity building with refugee communities in the primary location.
 - 2.3. Provide support for local FICT Facilitators.
 - 2.4. Implement identified youth activities in the primary location.
 - 2.5. Engage in community liaison and partnership projects with other stakeholders in the primary location.
 - 2.6. Promote all STARTTS services to other stakeholders in the primary location.
 - 2.7. Attend relevant interagencies and forums in the primary location.
- 3. Mentoring and Support**
- 3.1. Provide mentoring, support and guidance to Rural and Regional Counsellors and CLSR Client Support Workers involved in community development work
 - 3.2. Participate in induction of rural and regional staff.
 - 3.3. Provide ad-hoc support and guidance to other rural and regional staff as required.
- 4. Data Records & Reporting**
- 4.1. Oversee collation of community development and social support groupwork data coming from Direct Services and CLSR Teams
 - 4.2. Collect community development information from relevant bi-monthly reports.
 - 4.3. Write the Rural and Regional Community Development Section of the Community Services Report.
 - 4.4. Write other relevant reports as required.
- 5. Stakeholders Engagement Activities**
- 5.1. Support and guide DS and CLSR Team leaders in relation to community liaison and engagement role of their teams in Rural and Regional Context.
 - 5.2. Hold regular meetings with DS Team Leaders to guide them with community liaison and engagement and supervision of their team members' Rural and Regional CD work.
 - 5.3. Provide information and advice to DS and CLSR Team Leaders in relation to community and stakeholder liaison in rural and regional NSW.
- 6. Community Capacity Building**
- 6.1. Ensure strategic approach to community capacity building, self-advocacy and political engagement by refugee communities across various Rural and Regional locations
 - 6.2. Develop and maintain awareness of current legislation, policy and service provision issues affecting STARTTS client group with particular focus on issues related to the rural and regional context.

- 6.3. Identify systemic issues affecting refugee communities across NSW and keep Community Development Team Leader and Community Services Coordinator informed about those issues.
- 6.4. Support Community Development Team Leader and other rural and regional staff with development of advocacy and capacity building plans across various rural and regional areas.
- 6.5. Support implementation of the above plans.
- 6.6. Participate in the organisation of STARTTS events and other relevant events designed to raise STARTTS profile in rural and regional NSW, and increase awareness of refugee/torture and trauma issues.

7. Administration

- 7.1. Assist in the evaluation and effectiveness of the service provided.
- 7.2. Document own work using the required documentation methods including CAREHR where relevant.
- 7.3. Raise any administrative, IT and infrastructure issues relevant to rural and regional staff with the Community Development Team Leader.

8. Personnel

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

9. 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 (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*.

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 **Senior Rural and Regional Community Development Officer** 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: February 2024