STARTTS
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors

POSITION DESCRIPTION

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

POSITION NUMBER: 1120 **Date reviewed/created:** October 2026

POSITION TITLE: Community Development Groupworker (Spanish Speaking)

TEAM: Community Services Team **LOCATION:** Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement 2022".

CLASSIFICATION: Health Education Officer, or other relevant classification based on qualifications, experience and requirements of the role.

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category A.

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 orientated support and 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 seven smaller teams: School Liaison; Youth; Community Development (CD); Rural and Regional CD; Health in My Language Team, Community Living Support Refugee (CLSR) and Families in Cultural Transition (FICT)) as well as the following positions; Witness to War staff, Tender, Grants and Fundraising Officers; Communities in Cultural Transition (CiCT) Project Officers; Community Cultural Development Officer, LGBTIQ+ Project Officers, CD Evaluation Officers and CD Policy Officers. 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: *Nil*

ESSENTIAL REQUIREMENTS:

1. Tertiary qualifications in health, counselling, behavioural or social sciences.
2. Demonstrated experience in planning, implementing and evaluating groups in a cross-cultural context.
3. Demonstrated understanding of the issues affecting refugees in particular resettlement issues, and the effects of torture on individuals, young people, families, and communities.
4. Demonstrated understanding of different types of time-limited group approaches.
5. Knowledge and experience in community development, community liaison and advocacy.
6. Excellent understanding of the needs and issues faced by Spanish speaking refugee communities settling in NSW.
7. Excellent oral, written & interpersonal communication skills in English and Spanish and proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Requirements:

1. Knowledge of local communities in Sydney metropolitan areas and available services.
2. Current NSW Driver's Licence.

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

VACCINATION REQUIREMENTS

****This role is a Category A role.** It is mandatory for **Category A** workers to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must provide evidence of vaccination and/or assessment.

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

This position will be working within the STARTTS Community Development Team to enhance the infrastructure and capacity of Spanish-speaking communities with the aim of creating a supportive environment for torture and trauma survivors within this community. The position will also provide appropriate group work interventions using a culturally congruent approach.

PRIMARY OBJECTIVES:

1. To assist in identifying needs and capacities of torture and trauma survivors from refugee Spanish speaking communities now residing in NSW, and provide groupwork and/or community development interventions as directed.
2. To assist counselling, community work, body work, and other sessional staff at STARTTS to provide services to torture and trauma survivors from Spanish speaking refugee communities.
3. To assist in the development of relevant community education, community development, social support programs, training and research projects of benefit to people from Spanish speaking refugee communities

PRIMARY DUTIES:

1. **Groupwork Interventions**
   - 1.1. Work with relevant STARTTS staff to identify appropriate groupwork interventions for people from Spanish speaking refugee communities. Participate in planning, delivery and evaluation of those groups.
   - 1.2. Undertake relevant groupwork training.
   - 1.3. Identify and facilitate other relevant groups as per the community's requests and needs.
   - 1.4. Provide limited accidental counselling and casework to the group members.
   - 1.5. Complete appropriate administration and reporting for all group interventions delivered.
   - 1.6. Ensure all groups are evaluated where appropriate.
2. **Community Development, Community Education and Social Support**
   - 2.1. In collaboration with other STARTTS staff, identify needs and capacities of the Spanish speaking refugee communities and participate in planning, implementation and evaluation of appropriate community development strategies including community infrastructure and capacity building.
   - 2.2. Participate in youth focused initiatives particularly residential programs where appropriate.
   - 2.3. Develop and implement strategies, including community liaison and education, designed to enhance links between STARTTS and Spanish speaking refugee communities.
   - 2.4. Participate in STARTTS community consultations program.
   - 2.5. In consultation with other staff, develop and implement specific projects to address gaps in service provision.
   - 2.6. Participate in relevant ethno-specific and other forums.
3. **Training and Supervision**
   - 3.1. Undertake on-the-job training where relevant.
   - 3.2. Participate in community development mentoring.
   - 3.3. Participate in regular STARTTS staff development days.
   - 3.4. Participate in group co-facilitation where appropriate.
4. **Administration, Reporting and Data Collection**
   - 4.1. Provide quarterly progress reports to the CD Team Leader.
   - 4.2. Supply statistical information and maintain accurate client data records relevant to the project.
   - 4.3. Prepare other reports as required.
5. **Personnel**
   - 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
   - 5.2. 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.
   - 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
   - 5.4. Participate in STARTTS staff meetings and other relevant meetings.
   - 5.5. Work to ensure professional and cooperative working relationships within own team and with other departments across STARTTS.
   - 5.6. Participate in identifying quality improvement initiatives/strategies.
   - 5.7. Attend and participate in all training opportunities identified for the role.
   - 5.8. Liaise with and seek senior advice as required.

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 the 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 policies, practices, or procedures of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

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.

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 **Community Development Groupworker (Spanish Speaking)** 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 the confidentiality of client information and any other sensitive or confidential information that I may come across in the course of my employment.

Employee Name:

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Please print

***Employee Signature:*_____*Date:*_____**

CHIEF EXECUTIVE OFFICER: **Jorge Aroche**

***Signature:*_____*Date:*_____**

The review for this Position Description is due: October 2028