

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

POSITION NUMBER: 1146-CH

Date reviewed/created: May 2025

POSITION TITLE: Community Living Support Refugee (CLSR) Case Manager (Coffs Harbour)

TEAM: Community Living Support Refugee (CLSR)

LOCATION: Coffs Harbour

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 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

Community Living Supports Refugee (CLSR) is a unique program that aims to provide trauma-informed, recovery focused and culturally appropriate psychosocial supports to refugees and asylum seekers who are experiencing psychological distress, mental ill health, and impaired functioning.

The objectives of CLSR are:

- To improve the mental health, wellbeing and functioning of program clients
- To increase social participation and community integration of program clients
- To prevent acute mental health crises and avoidable admissions to hospital or presentations to emergency departments.

STARTTS is in a partnership with New Horizons to deliver the CLSR program in the following Local Health Districts: Southwest Sydney, Central Sydney, Hunter New England, and Mid-North Coast.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: CLSR Team Leader
2. Responsible for: Provide support to CLSR Bi-Cultural Assistant Support Casual Workers.

ESSENTIAL REQUIREMENTS:

1. Qualifications in Mental Health, Social Work, Social Welfare or other relevant social science or behavioural disciplines or extensive relevant experience.
2. Demonstrated understanding of mental health issues affecting refugees and asylum seekers and the effects of torture on individuals, young people, families, and communities.
3. Knowledge of the cultures and health needs of refugee communities in Mid-North Coast LHD.
4. Demonstrated experience in casework and case management and the ability to liaise/advocate on behalf of clients to multiple stakeholders.
5. Demonstrated knowledge and an ability to engage with the NSW Health and Social Services sector.
6. Experience in planning, facilitating, and evaluating living-skills based group programs.
7. Excellent oral, written, and interpersonal communication skills including computer skills.
8. Ability to work independently and as part of a multidisciplinary and multicultural team and experience mentoring or supporting other staff.

Desirable Requirements:

1. Knowledge of the Mental Health Act, and other legislative and sector requirements.
2. Bi-lingual in relevant language.
3. Lived experience relevant to the role.

*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

CLSR Case Managers are expected to deliver intensive psychosocial supports for mental health including development of holistic, integrated support plans and provision of support coordination; psychosocial interventions to promote behaviour modification; coordination of assistance with daily living skills; support for engagement with social and health service systems; support with access to employment and training and community integration. CLSR Case Managers will support the work of casual Bi-cultural Assistant Support Workers.

PRIMARY OBJECTIVES:

1. To improve the mental health, wellbeing and functioning of refugee clients suffering from severe and complex mental health issues through provision of a range of psychosocial supports for mental health.
2. To increase social and economic participation and community integration of clients.
3. To prevent acute mental health crises and avoidable admissions to hospital or presentations to emergency departments through development of self-management skills and other behaviour modification strategies.
4. To link clients leaving hospital with psychosocial supports to assist in their transition and recovery

PRIMARY DUTIES:

1. Psychosocial Mental Health Support

- 1.1. Provide direct practical support to clients to improve and maintain their independent living skills. This includes assistance in budgeting skills, social activities, shopping, nutrition, utilising public transport and personal care. This assistance can be provided in a group or individual setting.
- 1.2. Develop, implement, and review person centred individualised support plans for clients that are holistic, culturally appropriate and trauma informed.
- 1.3. Support clients to identify their wellbeing needs and aspirations in collaboration with the clients' family, carers, and other key sources of support.
- 1.4. Work closely with STARTTS and NSW Health clinicians in order to deliver comprehensive service to clients.
- 1.5. Facilitate client access to education, vocational training, and employment opportunities.
- 1.6. Support clients to participate in social and recreational activities including assisting clients to develop/strengthen their relationship with their identified community.
- 1.7. Mentor and support casual CLSR Bi-cultural Assistant Support Workers.
- 1.8. Engage in client advocacy and/or assist clients to develop self-advocacy skills and strategies.
- 1.9. Ensure all client data are entered in CAREHR in a timely manner.
- 1.10. Participate in the CLSR Intake Duty Roster.

2. Relationship Building

- 2.1. Attend relevant interagency meetings when required.
- 2.2. Liaise and collaborate with New Horizons staff when required.
- 2.3. Attend relevant client case conferences.
- 2.4. Liaise with other services providers involved in clients care plans.

3. Training and Supervision

- 3.1. Undertake on-the-job training as required.
- 3.2. Participate in relevant STARTTS and New Horizons staff development activities.

4. Reporting and Administration

- 4.1. Provide bimonthly progress reports to the CLSR Team Leader.
- 4.2. Prepare other reports as required.
- 4.3. Complete client-based documentation associated with CLSR Implementation.

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.

6. 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.

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 Living Support Refugee (CLSR) Case Manager (Coffs Harbour)** 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 : May 2027