

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

POSITION NUMBER: 1073-CDYPO

Date reviewed/created: August 2026

POSITION TITLE: All One Under the Sun Community Development/Youth Project Officer

TEAM: Rural and Regional Community Development – Community Services

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 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 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.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Rural and Regional Community Development Team Leader
2. Responsible for: Nil

ESSENTIAL REQUIREMENTS:

1. Qualifications and experience in Community development, Youth Work, Social Work, or Social science or Groupwork.
2. Demonstrated understanding of the effects of torture and trauma on individuals, families, and communities and its impact on resettlement in Australian context.
3. Demonstrated experience in planning, implementing, and evaluating youth programs/groups in a cross-cultural context.
4. Knowledge and experience in capacity building, community liaison and advocacy with refugee communities in the Coffs Harbour and/or Armidale region.
5. Existing connections within the Coffs Harbour Multicultural sector and with Gumbaynggirr and First Nations communities and organisations, not-for-profit sector, government agencies, or relevant industries to facilitate potential partnerships and collaborations.
6. Excellent oral, written and interpersonal communication skills and proficiency in the use of Microsoft Office, and the ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Current NSW Driver's Licence

Desirable Requirements: (not required)

1. Bilingual in a language relevant to the Coffs Harbour/Armidale area
2. Be prepared to travel between Coffs Harbour and Armidale and stay overnight intermittently when required.

*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

The All One under the Sun project officer is responsible for coordinating the delivery, development and evaluation of the COMPACT Change the Story project across Coffs Harbour and Armidale. The role works collaboratively with young people, refugee, first nations and wider communities, partner organisations and stakeholders to strengthen social cohesion, youth leadership, intercultural understanding and community capacity through inclusive, culturally safe and community-led approaches in Coffs Harbour and Armidale.

PRIMARY OBJECTIVES:

1. Build social cohesion, connection and resilience by strengthening relationships across refugee, migrant, First Nations and broader communities.
2. Empower young people to lead and participate, building confidence, leadership, civic participation and their capacity to challenge racism, hate and division.
3. Strengthen intercultural understanding through lived-experience storytelling, positive contact, creative programs and respectful dialogue.
4. Build community capacity and leadership through youth and adult consultation, mentoring, co-design and community-led approaches.
5. Strengthen partnerships and local collaboration across schools, community organisations, services and government.

6. Ensure safer culturally and responsive practice, with activities informed by lived experience, local knowledge and emerging community needs.
 7. Demonstrate project outcomes and impact through effective monitoring, evaluation, reporting and continuous improvement.
-

PRIMARY DUTIES:

1. Strengthen social cohesion, connection and community resilience

- 1.1 Coordinate culturally safe community engagement activities that promote belonging, connection and positive relationships across diverse communities.
- 2.1 Coordinate Coffee Cart Conversations and other opportunities for positive intercultural contact across schools, public spaces, festivals, sporting events and community settings.
- 3.1 Support activities that challenge racism, stereotypes, hate and social isolation and promote empathy, trust and inclusion.
- 4.1 Use community feedback and local knowledge to identify emerging issues and adapt engagement approaches to local needs.

2. STARTTS' Groupwork Programs Empower young people through participation, leadership and co-design

- 1.1 Establish and support the Youth Action Committee (YAC) across Coffs Harbour and Armidale.
- 2.1 Facilitate youth co-design, enabling young people to contribute to project themes, messaging, outreach and activity development.
- 3.1 Support young people to progressively develop leadership, mentoring, advocacy and public engagement skills.
- 4.1 Create opportunities for young people to take increasing responsibility for project planning, delivery and community engagement.
- 5.1 Support creative youth initiatives, including songwriting, cultural learning, recording, filming and public showcasing

3. Build intercultural understanding, empathy and solidarity

- 1.1 Recruit and support lived-experience facilitators and community mentors to participate in storytelling and respectful dialogue.
- 2.1 Develop and facilitate culturally safe conversations that encourage empathy, understanding and positive contact across communities.
- 3.1 Support Change the Story and other creative initiatives that strengthen cultural understanding, belonging and confidence to challenge racism.
- 4.1 Coordinate public events, performances, exhibitions and community messaging that promote positive narratives around diversity, identity, resilience and inclusion.

4. Strengthen community capacity, partnerships and local leadership

- 1.1 Establish and support adult consultative groups involving refugee, migrant and First Nations community leaders.
- 2.1 Build effective partnerships with schools, community organisations, services, Elders, government and other local stakeholders.
- 3.1 Support community leaders to contribute lived experience, cultural knowledge and community networks to project planning and delivery.
- 4.1 Develop community mentoring and facilitator capacity through appropriate training, support and peer learning.
- 5.1 Strengthen collaboration and knowledge sharing between Coffs Harbour and Armidale partners and participants.

5. Ensure effective project delivery, evaluation and continuous improvement

- 1.1 Coordinate project implementation, timelines, governance, risk management, reporting and contractual requirements.
- 2.1 Support monthly Steering Committee and YAC meetings and quarterly adult consultative meetings.

- 3.1 Maintain effective stakeholder relationships and ensure clear communication, referral pathways and accountability across project partners.
- 4.1 Monitor participation, demographic information, feedback and qualitative and quantitative outcomes against the project evaluation framework.
- 5.1 Use participant feedback, monitoring data and evaluation findings to inform continuous improvement and adaptation of activities.
- 6.1 Document outcomes, stories of change, resources and learnings and contribute to project reporting, acquittal and sustainability planning.

6. Reporting

- 1.1 Prepare Quarterly reports to Team leader and complete Meraki and CAREHR data entry requirements.
- 2.1 Prepare other reports as required including reporting to funding bodies.
- 3.1 Supply statistical information and maintain accurate client and group work records.

7. Personnel

- 1.1 Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 2.1 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.
- 3.1 Be an active participant in team meetings to maximise contribution to the work of the team.
- 4.1 Participate in STARTTS staff meetings and other relevant meetings.
- 5.1 Work to ensure professional and cooperative working relationships within own team and with other departments across STARTTS.
- 6.1 Participate in identifying quality improvement initiatives/strategies.
- 7.1 Attend and participate in all training opportunities identified for the role.
- 8.1 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.

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 **All One Under the Sun Community Development/Youth Project 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: August 2028