



# POSITION DESCRIPTION

**Position: Community Connector/Bi-Cultural Group Facilitator**

<b>ROLE OVERVIEW</b>	
<b>Organisation</b>	Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)
<b>Date</b>	July 2024
<b>SCHADS classification</b>	Level 3-4 depending on skills/experience
<b>ORGANISATIONAL RELATIONSHIPS</b>	
<b>Position reports to</b>	Team Leader - Community Development, Allied Health and Therapeutic Groups
<b>TEAM OVERVIEW</b>	
<p>The Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS) is a community-based, non-government, not for profit organisation established in 1991. STTARS provides counselling and other services to refugees and asylum seekers who have experienced torture and trauma arising from their experiences.</p> <p>The Communities, Allied Health, and Therapeutic (CAT) Groups team is committed to enhance access to specialist trauma services, early intervention, address unmet mental health needs, improve mental health literacy, and build capacity within specific community populations, including refugees and asylum seekers.</p> <p>This team involves supporting therapeutic groups and allied health initiatives to deliver comprehensive care and support to individuals facing mental health and social challenges resulting from experiences of torture and trauma.</p>	
<b>POSITION OVERVIEW</b>	
<p>The Community Connector/Bi-Cultural Group Facilitator at STTARS plays a crucial role in supporting individuals, families, and communities from refugee backgrounds to promote wellbeing and recovery from trauma.</p> <p>This role particularly focuses on improving understanding and linkage between STTARS and the specified community/communities as well as developing safe, positive relationships in group settings and activities to foster a sense of belonging and support healing and thriving.</p>	
<b>KEY RESPONSIBILITIES</b>	
<b>Cultural Expertise</b>	<ul style="list-style-type: none"><li>• Use your skills, experience and cultural knowledge to increase STTARS understanding of community needs and possibilities for service improvements to increase cultural relevance</li><li>• Help STTARS remove barriers to people from the community accessing our services</li></ul>



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<p><b>Community Engagement and Support</b></p>	<ul style="list-style-type: none"> <li>• Build meaningful and lasting relationships between STTARS and the specified community</li> <li>• Consult effectively with a diversity of people and groups across the specified community to capture their voices in identifying gaps, needs and solutions for promoting wellbeing and recovery from trauma.</li> <li>• Active community outreach to promote STTARS services, identify and engage with potential clients</li> <li>• Work with the CAT Team Leader to develop and lead community-based responses to improve wellbeing and recovery from trauma</li> </ul>
<p><b>Group facilitation</b></p>	<ul style="list-style-type: none"> <li>• Work in close collaboration with members of the CAT team to co-facilitate groups</li> <li>• Assist in the recruitment of participants for workshops/groups from within the designated community</li> <li>• Work with the Co-Facilitator to adapt suitable resources for use in workshops with the specified community</li> <li>• Apply training outcomes effectively, including facilitating discussions and workshops within the community to support community members.</li> <li>• Co- facilitate group programs tailored to the needs of specific cultural and language groups.</li> <li>• Make practical arrangements for delivery of workshops/groups</li> <li>• Maintain records for group sessions and prepare reports as needed</li> <li>• Participate in evaluation of workshops</li> <li>• Participate in workshops, training sessions and team meetings to develop and maintain skills relevant to the program</li> </ul>
<p><b>Administrative Support</b></p>	<ul style="list-style-type: none"> <li>• Assist in the maintenance and organization of project-related documents, including progress notes, collecting data, and preparing reports as needed</li> <li>• Prepare, collect, record, and input project-related data into the database, ensuring accuracy and completeness</li> </ul>
<p><b>SELECTION CRITERIA</b></p>	
<p><b>Qualifications and Experience</b></p>	<ul style="list-style-type: none"> <li>• <b>Lived Experience</b> - possess personal or familial understanding and lived experience relating to the refugee journey.</li> <li>• <b>Community Engagement</b> - Active engagement with individuals, families, and communities from your cultural background/community, demonstrating meaningful connections and support.</li> <li>• <b>Previous experience</b> (volunteer or paid) working within <b>multicultural</b> backgrounds.</li> </ul>



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<p><b>Skills &amp; attitudes</b></p>	<p><b>Successful candidates will demonstrate:</b></p> <ul style="list-style-type: none"> <li>• <b>Strong Community Connections</b> – Assist with building and maintaining a robust network within your community to facilitate effective engagement and support.</li> <li>• <b>Excellent Communication</b> - Proficiency in spoken and written English, as well as relevant community language/s, able to effectively support groups in a language/s other than English</li> <li>• <b>Engagement and Compassion</b> – Assist with approaching newly settled individuals and families with empathy and understanding, assisting them in their settlement journey.</li> <li>• <b>Approachability and Responsiveness</b> - Be accessible and responsive to the needs of communities, fostering trust and cooperation.</li> <li>• <b>Workshop Facilitation Skill</b> - Capable of co-facilitating, and delivering workshops that empower families and communities, promoting a positive sense of belonging and justice.</li> <li>• <b>Cultural Respect</b> – We are looking for a team member who can successfully work collaboratively with our staff and clients who come from a wide range of cultural and religious backgrounds, demonstrating respect, sensitivity and adaptability at all times.</li> <li>• <b>Commitment to Human Rights</b> - Advocate for and uphold human rights and social justice principles, respecting diversity in all forms including but not limited to gender, backgrounds, sexualities, cultures, bodies and abilities.</li> </ul>
<p><b>Special conditions</b></p>	<ul style="list-style-type: none"> <li>• Trauma Awareness and Training - Commit to attending training sessions designed to deepen understanding of trauma's impact on individuals, families, and community functioning.</li> <li>• Appointment to the role is subject to the applicant having a current Department of Human Services (DHS) child related employment clearance and police clearance.</li> <li>• This position will require travel between sites and therefore the successful applicant must hold a current driver's license.</li> <li>• The right to live and work in Australia.</li> <li>• Some inter/intra state travel may be required.</li> <li>• Some evening and/or weekend work may be required.</li> </ul>
<p><b>Organizational Accountabilities</b></p>	<ul style="list-style-type: none"> <li>• Act in accordance with STTARS code of conduct and maintain professional relationships with internal and external stakeholders.</li> <li>• Adhere to STTARS policies and procedures, including those related to privacy, confidentiality, and records management.</li> <li>• Follow safe work practices and comply with STTARS work health and safety policies and procedures.</li> <li>• Proactively work towards achieving individual and team goals, demonstrating STTARS core values.</li> <li>• Engage in professional development opportunities and embrace learning opportunities, including supervision, training, conferences, and special purpose meetings.</li> <li>• Promote and generate quality improvement processes within your area of responsibility and across the organization.</li> <li>• Commit to promoting a diverse and inclusive environment for all staff, clients, and carers.</li> </ul>



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- Participate regularly in Community Consultation meetings, Staff Meetings and respective project team meetings as required.

## Position Description Approved by:

Position Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your agreement below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Witness

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_