

<b>Position Title</b>	<b>Project Officer (Thrive &amp; Connect - CALD Mental Health Program)</b>
<b>Reporting To</b>	Clinical Lead
<b>Employment Status</b>	Part time (0.6 FTE)
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 3
<b>Direct Reports</b>	Not applicable
<b>Date</b>	November 2024

### PROGRAM OVERVIEW

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.

STTARS is a member of the Forum of Australian Services for Survivors of Torture and Trauma.

The Thrive & Connect mental health service for culturally and linguistically diverse communities is a service funded by the Adelaide Primary Health Network and delivered by STTARS. It is a flexible and culturally responsive service aimed at improving the mental health of adults from diverse communities. The primary focus is providing mental health information and supporting individuals to navigate and access mental health services. The program will also deliver low intensity support to individuals and groups and clinical care coordination to eligible individuals.

### POSITION OVERVIEW

#### *Key Responsibilities*

As Project Officer, you will provide high level administrative support for the Thrive & Connect - CALD Mental Health Program.

You will work with the Clinical Lead and Mental Health Worker to ensure effective processes are embedded that support monitoring of Program and client outcomes. You will support the Clinical Lead to collate and analyse data and to coordinate and prepare reports and other documents for the Primary Health Network, as required.

The Project Officer will be responsible for:

- Utilising STTARS internal client management system to monitor program outputs and client outcomes, ensuring that required data is collected and program objectives and targets are met.
- Monitor reporting schedules and support the Clinical Lead to provide accurate and timely internal and external reports.
- Coordinate and meet program deadlines for the completion and submission of activity based reports (after approval from the Clinical Lead).
- Establish and maintain effective working relationships with key internal and external stakeholders, including the Adelaide Primary Health Network.
- Arrange regular meetings with key stakeholders or other agencies to support sector partnerships and clear client pathways.
- Support the Clinical Lead to develop and embed administrative processes to support the smooth running of the program.
- Support the clinical lead to develop program resources (e.g., forms, brochures etc).
- Maintain the program database by collecting, recording and entering program related data.
- Organise and file all program related documents.
- Meet regularly with the Clinical Lead to review progress against KPIs and discuss to ensure KPIs are met.
- Identify potential issues or risks that could impact on the program meeting contracted KPIs and achieving positive client outcomes.

### ***Organisational Accountabilities***

- Act always in accordance with STTARS code of conduct.
- Work in accordance with STTARS policies and procedures, including adhering to policies on privacy and confidentiality and records management.
- Work as a team member with a highly professional and collaborative approach to clients.
- Follow safe work practices for self and others and comply with STTARS work health and safety policies and procedures.
- Ensure risks are identified, reported, documented, and appropriately managed in accordance with STTARS policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating STTARS core values.
- Actively engage in professional development opportunities and embrace learning opportunities including supervision, training, conferences and special purpose meetings.
- Take an active role in promoting and generating quality improvement processes within your area of responsibility and more generally across the organisation.

- Have a commitment to promoting a diverse and inclusive environment for all staff, clients, and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

### HOURS AND PLACE OF WORK

The position is part time and will be based in STTARS' northern office. There may be a need, on occasion, for evening/weekend work (penalty rates would apply).

### SELECTION CRITERIA

#### Minimum requirements

The applicant must:

- Hold a valid and current Working with Children Check
- Hold a valid and current National Criminal History Check (Police check)
- Be an Australian resident or hold a current Australian work permit (note: employees of STTARS are required to maintain their right to work in Australia for the duration of their employment and therefore must comply with all terms of any such grant of a right to work in Australia).

#### Essential qualifications/experience:

- Experience in program administration, developing procedures and forms, and overseeing and monitoring program objectives through data collection and collation.
- Proficient with Microsoft Word and Excel.
- Demonstrated experience working with database applications.
- Demonstrated experience working as a team to achieve specified goals.
- Excellent administrative skills.
- Excellent written and verbal communication skills.
- Excellent critical and creative thinking and analytical skills.
- Highly organised in both time and resources; needs to manage progress reports and timetables.
- Ability to work effectively as a team member and independently.
- Ability to manage multiple priorities under pressure, trouble-shoot, and to meet short and long-term deadlines.
- Keen attention to detail and an aptitude for using initiative to solve problems.
- Exceptional interpersonal skills.
- Highly motivated with a strong work ethic.
- Reliable, trustworthy, and committed to the team's success.

- Positive and encouraging personality.

### Desirable:

- Experience in reporting to funding bodies.

### Core Competencies

- Ability to work within a Human Rights Recovery Framework.
- Familiarity with lived experience values and principles.
- Self-awareness and maturity.
- Demonstrated ability to implement self-care.
- Ability to communicate with diverse people and stakeholders.
- Ability to work with empathy, respect, integrity and understanding.
- Ability to develop respectful professional relationships with stakeholders.
- Ability to work collaboratively within a team.
- Ability to effectively organize your time, prioritise tasks, and meet deadlines.
- Ability to self-reflect and review work practices to ensure continuous improvement.
- Ability to manage client data files & maintain client information within data management systems.
- Ability to use Microsoft Office (Word, Excel, PowerPoint and Outlook).

### Desirable Selection Criteria

- Demonstrated experience working with interpreters.

### Reporting and supervision

This position reports to the Clinical Lead.

### 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.

#### **Project Officer – Specialist Mental Health Service**

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

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

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

#### **Witness**

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

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

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