



## POSITION DESCRIPTION

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

**POSITION NUMBER: 1020-1**

**Date reviewed/created: February 2018**

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**POSITION TITLE: Research Officer (Clinical Assessment)**

**TEAM:** Clinical Services and Research (Research Team)

**LOCATION:** Carramar

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

**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.

**PERIOD OF APPRAISAL:** Performance will be assessed within 6 months of commencement and a 6 month probationary/qualifying period will also apply.

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### **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.

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.

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### **Background to the Program Area of the position**

The Clinical and Research Program Area incorporates three teams. The Clinical Services Team consists of a group of clinicians specialised in various areas who provide direct client service as well as act as a resource for other STARTTS staff. Its services include: Early Childhood Clinic, Student Clinic, Physiotherapy and Body Centred Therapies and Psychiatry. The Neurofeedback Team performs physiological and EEG assessments, provides Biofeedback and Neurofeedback interventions, and conducts research and training in these areas. The Research Team supports and facilitates all STARTTS' research and evaluation activities and liaises with external organisations wishing to collaborate with STARTTS on research projects.

The Direct Services Program Area incorporates eleven Direct Services Teams of counsellors who provide intake, assessment and therapy for refugee clients across NSW. Counsellors may spend up to twenty percent of their time on research, evaluation and/or training activities. The Client Information Management

Team is responsible for collecting and analysing client information pertaining to all client services provided by STARTTS.

The Research Officer (Clinical Assessment) will be placed in the Research Team but will also work closely with members of other teams to enhance STARTTS' capacity to evaluate clinical outcomes and to conduct clinical assessment and treatment research.

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#### **ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: Research Team Leader
2. Responsible for: NIL

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#### **SELECTION CRITERIA:**

##### **Essential Criteria:**

1. Tertiary qualifications in the behavioural sciences or similar.
2. Demonstrated research skills and experience.
3. Highly-developed computer skills including Microsoft Excel (or equivalent), and experience using a statistical analysis program such as SPSS.
4. Well-developed organisational skills with the ability to plan, coordinate and prioritise competing tasks to meet objectives and deadlines.
5. Well-developed verbal and written communication skills with the ability to work effectively in a multicultural and multidisciplinary team environment.
6. An understanding of communication barriers affecting refugees resettling in Australia, or demonstrated capacity to learn.

##### **Desirable Criteria:**

1. Experience with research involving psychometric tools (e.g. standardised questionnaires).
2. Understanding of cultural and ethical issues relevant to the conduct of research with refugees, or demonstrated capacity to learn.
3. Current unrestricted NSW driver's licence.

\*This position is considered child-related employment and will require a Working with Children Background Check and a National Criminal Record Check.

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#### **BRIEF DESCRIPTION OF ROLE**

The Multilingual Computer-Assisted Self Interview (MultiCASI) is a computerised alternative to the pen and paper administration of psychological questionnaires which is routinely used by STARTTS counsellors. It reduces language and literacy barriers by allowing items to be presented together with pre-recorded audio in the client's preferred language. STARTTS has contracted a software designer to develop an updated version of MultiCASI ('CAMLAP') which will permit greater flexibility in questionnaire administration and data collection. We are also developing a new screening assessment tool for refugees, the Screening of Refugees Self-Report (ScoRe-SR).

The role of the Research Officer (Clinical Assessment) is to enhance STARTTS' capacity to conduct clinical evaluation and research, with a focus on the use of computer-administered questionnaires and other psychometric and physiological assessment tools. This includes supporting and evaluating the organisation's existing tools and assisting with the development and evaluation of new ones. The role will also support other members of the Research Team in the conduct of research and evaluation projects that involve a computerised assessment platform or other standardised assessment tools. There will be some opportunities to co-author papers and conference presentations. Depending on qualifications and experience, the Research Officer (MultiCASI) may also provide guidance and support to research students and casual research assistants.

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**PRIMARY OBJECTIVES:**

1. To support the utilisation, monitoring and evaluation of the MultiCASI platform at STARTTS.
2. To support the development, trial and implementation of MultiCASI's replacement (CAMLAP).
3. To project manage the addition of new questionnaires and/or languages to MultiCASI/CAMLAP when required.
4. To assist in the conduct of research projects that seek to develop and/or validate standardised assessment tools for use at STARTTS.
5. To assist in the conduct of research and evaluation projects that involve a computerised assessment platform or other psychometric or physiological tools.

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**PRIMARY DUTIES:**

- 1. To support the utilisation, monitoring and evaluation of the MultiCASI platform at STARTTS.**
  - 1.1. Work with the Direct Services Team, the Client Information Management Team and the Information and Communication Technology Team to monitor and maintain the MultiCASI platform.
  - 1.2. Assist other Research Team members to provide training and advice to staff who are required to use MultiCASI with clients.
  - 1.3. Assist the Research Team Leader in the preparation of regular reports on MultiCASI usage and compliance for STARTTS management.
  - 1.4. Support the data analysis and write-up of the MultiCASI Procedural Validation Study, including collaborating with other participating institutions.
- 2. To support the development, trial and implementation of MultiCASI's replacement (CAMLAP).**
  - 2.1. Liaise with the software developer, Information and Communication Technology Team and Client Information Management Team to support and facilitate the development, trial and pilot of the new computer platform.
  - 2.2. Collaborate with the Research Team, STARTTS management and other staff to support and facilitate the service-wide implementation of the new platform once complete.
  - 2.3. Collaborate with the Research Team, STARTTS management and other staff to support and facilitate the distribution of the new platform to partner organisations.
- 3. To project manage the addition of new questionnaires and/or languages to MultiCASI/CAMLAP when required.**
  - 3.1. Arrange for professional translation by accredited translators while observing relevant legal and commercial conditions.
  - 3.2. Support and facilitate expert consultation on each translation in collaboration with STARTTS' bilingual counsellors.
  - 3.3. Organise recording of vocal tracks by interpreters or other native speakers.
- 4. To assist in the conduct of research projects that seek to develop and/or validate standardised assessment tools for use at STARTTS.**
  - 4.1. Assist the Research Team to conduct the New Refugee Assessment Tool project (the ScoRe-SR), in collaboration with other institutions.
  - 4.2. Assist with reviews of existing psychometric tools for possible use with STARTTS clients.
  - 4.3. Assist with other relevant research projects when requested by the Research Team Leader.
  - 4.4. Represent STARTTS at relevant interagency meetings and conferences to present research findings.

## **5. To assist in the conduct of research and evaluation projects that involve a computerised assessment platform or other psychometric or physiological tools.**

- 5.1. Assist with data extraction, collection, entry and analysis as requested by the Research Team Leader.
- 5.2. Provide training, advice or other assistance to staff involved in relevant research or evaluation projects as directed by the Research Team Leader, including students and volunteers.
- 5.3. Other duties as directed by the Research Team Leader.

## **6. Administration**

- 6.1. Comply with STARTTS policies and guidelines.
- 6.2. Adhere to STARTTS procedures and protocols.
- 6.3. Ensure own work is documented.
- 6.4. Prepare and implement an annual work-plan outlining goals to be achieved.

## **7. Personal**

- 7.1. Participate in regular staff performance meetings and appraisals.
- 7.2. Participate in regular staff meetings and Research Team Meetings.
- 7.3. Participate in relevant Clinical Team meetings, Staff Development and other meetings relevant to the position.

## **8. Reporting**

- 8.1. Prepare reports on services relating to areas of work bi-monthly or as required.
- 8.2. Prepare and submit ethics reports and amendments for the MultiCASI Validation Study and the New Refugee Assessment Tool project.

## **9. Quality Assurance**

- 9.1. Actively participate in Quality Assurance activities undertaken by STARTTS

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### **As a STARTTS employee you are expected to:**

- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively participate in relevant quality improvement programs.
- 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.

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### **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.

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### **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.

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### **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*.

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**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.

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I have read the **Research Officer (Clinical Assessment)** 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:** \_\_\_\_\_

**Next position description review due:** February 2020