

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: SETTLEMENT SERVICES SOCIAL INCLUSION CASE WORKER

Name:		P.O. Box 1121 Bendigo Central Victoria 3552
Position number:		
Award/Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015	Central Site: Ph: (03) 5448 1600 Fax: (03) 5448 1699
Classification:	Based on qualifications and experience	Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5434 4355
Site:	Central Site however the position may work from any Bendigo based BCHS site as negotiated (role includes outreach work)	Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5430 0544
Hours per fortnight:	45.6 hours per fortnight	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Fixed term to 29 June 2018	
Position description developed:	June 2017	

1. Position Role

The role of the position is to:

1. Develop a sound understanding of the settlement needs of migrants and refugees, both individuals and families, facilitating overall settlement processes.
2. Promote greater awareness and better knowledge of settlement-related issues to service providers, community groups (for profit and not for profit) and assist in identifying gaps in service delivery. This will include conducting capacity-building exercises such as staff in-services and other public speaking to enhance cultural awareness.
3. Provide information and support to promote self-reliance and empowerment to clients and community.
4. Advocate on behalf of client groups, both adult, children and youth, to achieve better access and equity. Also, improve client understanding of services and supports available within the local community.
5. Focus on social inclusion with particular focus given to the three E's: English, Education, Employment and client participation in these areas.
6. Contribute to service and broader team planning to enhance the effectiveness of program delivery and ensure continual service improvements.

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2. Position Responsibilities

The responsibilities of the position are:

1. Effectively case coordinate using a solution focussed and strength based approach. This will include educating eligible clients how to use Telephone Interpreter Service to understand, navigate and address settlement issues independently.
2. Organise community education activities and training, aimed at promoting positive settlement outcomes for target groups.
3. Work effectively to build and strengthen partnerships/pathways with other BCHS services and external agencies to enhance the settlement outcomes.
4. Provide informed commentary and feedback on issues affecting the welfare of people of refugee background.
5. Participation in cross organisation networks and other meetings as required. This may require attending cultural events as required out of normal business hours.

3. The Role of the Team

The position is a member of the Settlement Services team that sits within Continued Health and Independence branch of BCHS. The Settlement Services team currently consists of three programs; Humanitarian Settlement Services, Complex Case Services and Settlement Services Program.

Service engagement commences when a humanitarian family arrives in Australia with individual responses provided from these three services with some supports lasting up to five years. The intent of the programs is to equip families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society. Our aim is to support eligible clients to promote personal and economic wellbeing, independence, and community connectedness.

We also facilitate pathways to learning English through continued education and employment. To achieve these outcomes the Settlement Services team utilises a combination of casework, community development and individually responsive supports such as youth services.

4. Key Selection Criteria

4.1 Essential

1. Sound knowledge and understanding of complexities of working with people from different ethnic, cultural, linguistic and religious backgrounds including issues relevant to the settlement of migrants and refugees from non-English speaking backgrounds.
2. An understanding of trauma and its impact on individuals and families.
3. A qualification in Social Work, Welfare or other relevant qualification and/or recent twelve months experience working with vulnerable families.
4. Demonstrated experience in case work and working effectively with clients.

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5. Demonstrated excellent interpersonal and communication skills with clients, other service providers and critical stakeholders. Including an ability to develop and maintain positive working relationships.
6. Demonstrated ability to work as a member of a multidisciplinary team.
7. Design and conduct community education activities and training aimed at promoting positive settlement outcomes for target groups and facilitate relevant training where required.
8. Knowledge and compliance with privacy and confidentiality procedures along with an understanding of and ability to work in alignment with the aims and objectives of BCHS.
9. Well developed organisational and time management skills.
10. Professional proficiency of utilising Microsoft Office programs and client management information systems.
11. Current full driver's license
12. Current Working with Childrens Check.

4.2 Desirable

1. Experience in the training and employment sector will be a benefit in this role and a comprehensive understanding of the barriers to employment with the client group.
2. A second or third language would be a desirable skill for this role but not essential.

5. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

6. Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

6.1 Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

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6.2 Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

6.3 Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

6.4 Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

6.5 Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Data must be entered in a timely and regular manner. The team has a culture that prides itself in maintaining this value.
- Be available to roster on for intake service, attendance at events on some weekends and after hours that fit with the community and clients that work usual business hours.
- Demonstrate positive outcomes for clients through your intervention.
- Plan against need and evidence.
- Show evidence of an integrated service delivery approach for clients.

6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

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6.8 Safety and Quality

Comply with and contribute to quality initiatives and the achievement of agreed outcomes.

7. Other Essential Requirements

Staff will:

- Complete a satisfactory police check before employment is confirmed, the police check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration.
- Present a current Working with Children Check.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Liz March
Executive Director

Date:/...../.....

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Agreed: Settlement Services Social Inclusion Case Worker

Date:/...../.....