

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: HUMANITARIAN COMMUNITY GUIDE

<b>Name:</b>		PO Box 1121 Bendigo Central Victoria 3552
<b>Position number:</b>		
<b>Award/Agreement:</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015	<b>Central Site:</b> Ph: (03) 5448 1600 Fax: (03) 5448 1699
<b>Classification:</b>	Welfare Worker Classification Range	<b>Eaglehawk Site:</b> Ph: (03) 5434 4300 Fax: (03) 5434 4355
<b>Site:</b>	Central site however the position may work from any Bendigo based BCHS site as negotiated	<b>Kangaroo Flat:</b> Ph: (03) 5430 0500 Fax: (03) 5430 0544
<b>Hours per fortnight:</b>	As Required	<b>Elmore Primary Health:</b> Ph: (03) 5432 6001 Fax: (03) 5432 6101
<b>Tenure:</b>	Casual	
<b>Position description developed:</b>	October 2017	
<b>Responsible to:</b>	Team Manager - Cultural Diversity and Relationships	

## 1. Position Role

The Greater Bendigo Strategic Partnership Project (SPP) is to facilitate a strong working relationship between the City of Greater Bendigo (the City), Bendigo Community Health Services (BCHS) and Loddon Campaspe Multicultural Services (LCMS) for the purpose of implementing the Bendigo Cultural Inclusions Project 2016 - 2020 in accordance with the contractual and reporting requirements of the funder; the Department on Premier and Cabinet, Multicultural Affairs and Social Cohesion (MASC) Division. Each party will work to implement components of the project.

The target group involves those of refugee background, asylum seekers and residents with non-English speaking background.

Building the capacity and health literacy of the target group is integral to the project to ensure optimal settlement, self-reliance, enhancement of health status and prevention of chronic disease.

Bendigo Community Health Services' specific project goal requires the development of a peer education model that builds health literacy to address the health issues identified by community and service providers. Access to information seminars and educational sessions is also an integral part of the project.

## 2. Position Responsibilities

1. To support the SPP project team to ensure activities are culturally and linguistically appropriate.
2. To assist with the establishment of the projects.

## **BENDIGO COMMUNITY HEALTH SERVICES**

---

3. To assist with volunteer recruitment, scheduling and the development of educational sessions and project events.
4. Co-facilitation of events and education sessions.
5. Record attendance and assist with gathering information for the evaluation of the project.
6. Assist with reporting and monitoring of the project.

### **3. The Role of the Team**

The Cultural Diversity and Relationships portfolio focusses on enhancing community awareness and fostering inclusion of existing and new refugee communities through the creation or enhancement of relevant relationships and collaboration and opportunities. This includes building health literacy to ensure optimal and harmonious settlement. The portfolio is located within the Continued Health and Independence team of BCHS which also includes Settlement Services, Residential and Non Residential Alcohol and Other Drug programs and Counselling and Mental Health Services.

## **4. Key Selection Criteria**

### **4.1 Essential**

1. An ability to write, read and speak in English and a language required for the community of interest.
2. An understanding of project management and foster community engagement.
3. Demonstrated communication skills and understanding of people of refugee background.
4. Ability to work within the BCHS Code of Conduct framework and maintain confidentiality.
5. Ability to maintain a positive attitude towards the role.
6. Good understanding on use of Outlook and Microsoft programs including Word.
7. An interest and willingness to develop health literacy and understanding of issues affecting the health and wellbeing of those of refugee and migrant background
8. A current Working with Children Check.

### **4.2 Desirable**

1. The ability to build and develop positive relationships with both internal and external clients.
2. Current Driver Licence.
3. Interpreting experience.
4. National Accreditation Authority for Translators and Interpreters qualification.

## **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.*

## **BENDIGO COMMUNITY HEALTH SERVICES**

---

### **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.

### **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.*

- Participate in meetings, reports and general feedback as required.
- Adhere to project guidelines.
- Participate in supervision and professional development as negotiated with line manager.

### **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 reach their individual potential.

## BENDIGO COMMUNITY HEALTH SERVICES

---

### 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.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

**BCHS believes that “Quality is everyone’s business, safety is my responsibility”**

- Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

### 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.

.....  
Approved: Kim Sykes  
Chief Executive Officer

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

.....  
Agreed: Humanitarian Community Guide

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