

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: COMMUNITY GUIDE

Name:	
Position number:	(allocated by HR)
Award/Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee - Level 2
Site:	Central however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	As Required
Tenure:	Casual
Position description developed:	August 2019
Responsible to:	Team Manager - Cultural Diversity and Relationships

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Bendigo Central
Victoria 3552

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Elmore Primary Health:
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Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Strategic Directions

1. Programs for Equity

Commitment to achieving equitable health and wellbeing.

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2. Consumer and Community Centred Organisation

Understand and respond to community needs and consumer's lived experience.

3. Quality, Safety and Consumer Experience

Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

Sustainable for purpose organisation.

Position Role

Bendigo has experienced a rapid growth in refugee and skilled migrant arrivals over the past eleven years. Bendigo Community Health Services (BCHS) has managed a suite of refugee settlement services for over nine years as well as leading the Refugee Settlement Network. The key target groups include the Karen, Afghan and South Sudanese communities.

Health providers advise there are numerous increasing reports of preventable morbidity and mortality rates in people of refugee background in Greater Bendigo. Educations providers have identified unmet needs within the sector relating to building resilience and independence for newly arrived families.

BCHS have identified isolated families of refugee background who do not actively participate in civic life, have poor health and service literacy despite participating in BCHS' settlement programs on arrival.

BCHS utilises the skills of bi-lingual refugee community guides to engage and support settlement program facilitation, the identification of enablers and barriers to improving self-reliance and access to mainstream organisations.

Position Responsibilities

The responsibilities of the position are:

- To support the project team to ensure cultural awareness and safety.
- To engage with the target groups to identify enablers and barriers to self-reliance and civic participation.
- To assist in the planning and delivery of projects.
- To assist with the organisation and co-facilitation of community education sessions and events.
- Assist with gathering information for the evaluation and reporting of projects.

The Role of the Team

The role of the Cultural Diversity and Relationships team is to enhance community awareness and foster inclusion of existing and new refugee communities. This is done through the creation or enhancement of relevant relationships to develop community collaboration opportunities and includes building health literacy to ensure optimal and harmonious settlement.

The Cultural Diversity and Relationships team work alongside teams who deliver both primary refugee support models, Humanitarian Settlement Program and Settlement Engagement and Transition Support - Client Services. Bendigo Community Health Services provide a holistic approach to this emerging community with a strong focus on identifying and addressing community needs.

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Key Selection Criteria

Essential

1. An ability to write, read and speak in English, Karen or Dari language.
2. An interest in learning about project management and community engagement.
3. Good communication and interpersonal skills.
4. Demonstrated understanding of people of refugee background.
5. Ability to work within Bendigo Community Health Services Code of Conduct framework.
6. Ability to maintain confidentiality.
7. Good understanding of Microsoft Office, particularly Outlook.
8. An interest and willingness to develop health literacy and an understanding of issues affecting the health, wellbeing and optimal civic participation of those of refugee and migrant background.
9. Ability to demonstrate and display the values of Bendigo Community Health Services.
10. A current employee Working with Children Check.
11. A current Drivers Licence.

Desirable

1. The ability to build and develop positive relationships with both internal and external consumers.

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.

Staff Review and 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.

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.

Communication and Team Work:

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

- 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.

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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.

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.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Participate in meetings, assist with reports and provide general feedback as required.
- Demonstrate positive outcomes for consumers through your intervention.
- Show evidence of an integrated service delivery approach for consumers.
- Participate in supervision and professional development as negotiated with your line Manager.

Diversity and Culture:

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

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.

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.
- Complete a Disability Worker Exclusion Check with a clear result.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS' policies and procedures.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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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.

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: Dale Hardy
Director - Continued Health and Independence

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Agreed: Community Guide