

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: REFUGEE PROJECT WORKER

Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee – Level 2 Pay Point to be determined on skills and experience
Site:	This position is primarily based at our Central site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hours per fortnight (0.8 EFT)
Tenure:	Part Time Fixed Term until 30 June 2022 (potential for extension)
Position description developed:	March 2022
Responsible to:	Senior Leader Refugee & Cultural Diversity

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **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.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The role of the Refugee and Cultural Diversity 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. This includes building health literacy to ensure optimal and harmonious settlement.

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

Position Role

1. Identify unmet needs of the refugee communities (target group).
2. Build capacity to understand COVID safe behaviours and access to vaccinations and safe living.
3. Identify the enablers and barriers to participating in civic life, build service and health literacy, including embracing concepts of disability, public health protection/prevention.
4. Work with the refugee communities to assist in navigating new systems and improved access.

Position Responsibilities

The responsibilities of the position are:

1. Identify the individual and community enablers and barriers to accessing the health systems.
2. Encourage and proactively engage community in public health and protective programs or campaigns, with a focus on COVID safe behaviours. Enabling them to access to vaccinations and assist to navigate health systems.
3. Identify the health and service literacy knowledge gaps of people with refugee lived experience and build their capacity to improve their personal understanding.
4. Co-design with community, and content experts, programs to improve safety and health outcomes for the refugee community.

Key Selection Criteria

Essential

1. An ability to write, read and speak in English and Karen language.
2. An interest to learn about project management, community needs analysis, program design and evaluation
3. Demonstrated communication skills and community engagement.
4. Demonstrated understanding of people of refugee background (lived refugee experience preferred)
5. Demonstrated ability to work as a member of a multidisciplinary team
6. Ability to demonstrate and display the values of Bendigo Community Health Services
7. Ability to work within the BCHS Code of Conduct framework and ability to maintain confidentiality
8. Good understanding on use of Microsoft suite of programs such as Outlook and Word

Desirable

1. The ability to build and develop positive relationships with both internal and external consumers.
2. The ability to confidentially maintain accurate records and undertake project evaluations and report writing.

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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 & 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.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Teamwork:

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.

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.
- Demonstrate understanding and behaviour to reflect BCHS' values.

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.

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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.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination status information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that ***"Quality is everyone's business, safety is my responsibility"***

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

Other Information

- Salary Packaging is available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.