

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: REFUGEE CANCER SERVICES PROJECT WORKER

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Dependent on experience and qualifications
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:	30.4 hours per fortnight (0.4 EFT)
Tenure:	Fixed term until 30 October 2024
Position description developed:	August 2022
Responsible to:	Senior Leader Refugee and 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 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. This includes building health literacy to ensure optimal and harmonious settlement.

The Cultural Diversity and Relationships teamwork alongside 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

- To facilitate activities to identify, enablers and barriers to improve cancer care of the Karen refugee communities (target group).
- Build capacity of the target group to better understand cancer care and access to cancer care services to understand.
- Inform the project form a refugee lived experience including codesign of culturally safe easily understood awareness raising information embracing concepts of public health protection/prevention.
- Work with the target group to assist in navigating new systems and improved access.

Position Responsibilities

The responsibilities of the position are:

- Participate in the project design.
- Identify unmet needs, myths, health beliefs and experiences of the target group in the continuum of cancer care.
- Codesign cancer service information in Karen, ensuring culturally safe easily understood accurate information.
- Engage the target groups in navigation of the cancer service and systems.
- Inform and participate in building capacity of cancer service providers to better understand the pre and post settlement experiences of the target group.

Key Selection Criteria

Essential

1. An ability to write, read and speak in English and Karen language.
2. An interest to learn about and/or experience in, community needs analysis, program design, codesign of health information in other languages and evaluation, and improving health and wellbeing.
3. Demonstrated communication skills and community engagement with the refugee communities.
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. Driver's license.
9. Good understanding on use of Outlook, Microsoft programs including Word.
10. Ability to provide vaccination information that meets the requirements for healthcare workers.

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Desirable

1. The ability to build and develop positive relationships with both internal and external consumers.
2. Intermediate to high level skills in Microsoft Office programs. (Depending on position may need expanding, may be essential).
3. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

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 teamwork 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 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 would be 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.