

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: BI-CULTURAL WORKER – COUNSELLING & MENTAL HEALTH TEAM

Award:	Dependent upon qualifications
Classification:	Dependent on applicant qualifications and experience
Site:	The Mental Health team is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	As required
Tenure:	Casual
Position description developed:	September 2020
Responsible to:	Team Manager – Counselling and Mental Health

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 Counselling and Mental Health team provides a range of services including Generalist Counselling, Culturally Sensitive Counselling, Primary Mental Health Clinical Care Coordination (CCC's,) Psychological Treatment Services (PTS), PTS child mental health and Employee Assistance Programs (EAP). The service delivery includes assessment, individual and group therapy, case reviews, client referral, educational programs, service liaison, client advocacy, and other tasks as identified to address client needs.

This Therapeutic Groupwork project is an extension to the current work of the team and links the work of the team to build mental health knowledge and resilience strategies with refugee backgrounded communities. The project will also build links with people from complementary therapy backgrounds to establish and strengthen support networks with the communities to assist the mental health of refugee backgrounded communities. Bendigo Community Health Services aims to provide a holistic approach to this emerging community with a strong focus on identifying and addressing community needs around mental health.

Position Role

Bendigo has experienced a rapid growth in refugee, asylum seeker and skilled migrant arrivals over the past 10+ years. Bendigo Community Health Services manages a suite of refugee settlement services including the Foundation House funded Torture and Trauma Counselling Program, also known as the Culturally Sensitive Program. Key target groups include the Karen, Afghan and South Sudanese communities.

The Counselling and Mental Health Team has recently been successful in obtaining a one-off grant to develop a Therapeutic Groupwork Project. This project will involve a bi-cultural worker being involved in co-facilitating community advisory groups, co-developing and delivering the group sessions to members of the community, providing language support to facilitate the groups and provision of information. Therefore, we are seeking a creative, innovative and flexible bi-cultural worker to be an integral part of this project. The position is based in the Counselling and Mental Health Team however has the possibility of expanding and may include working within the Cultural Diversity Team as opportunities arise.

Position Responsibilities

The responsibilities of the position are:

1. To support the project teams to ensure cultural awareness and cultural safety
2. To engage with the target groups to identify enablers and barriers to self-reliance and civic participation
3. To assist in the planning and delivery of the project including language support.
4. To assist with organising community advisory groups and the group program
5. Co-facilitation of events and therapeutic group sessions
6. Assist with gathering information for the evaluation and reporting of the projects
7. Contribute to service integration, team development and BCHS strategic directions.
8. Undertake responsibilities of the position adhering to professional standards, relevant legislation and Occupational Health and Safety Legislation and requirements.
9. Working within current equity and access legislation/standards inclusive of all abilities, cultures, genders, sexuality, age and faith.
10. Perform other duties as directed that are within the limits of the staff member's skill, competence and training and the scope of the staff member's award/agreement classification.

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Key Selection Criteria

Essential

1. Demonstrated communication skills including an ability to write, read and speak in English, Karen or Dari language.
2. An interest to learn about project management, community engagement and mental health.
3. Ability to co-facilitate community advisory groups, and co-deliver group sessions to member of the community.
4. Demonstrated understanding of people of refugee background (lived refugee experience preferred).
5. The ability to build and develop positive relationships with both internal and external clients.
6. Good understanding of Microsoft programs including Word and Outlook, willingness to learn Teams and other digital platforms.
7. An interest and willingness to develop mental health literacy, and understanding of issues affecting the health and wellbeing of those of refugee and migrant background
8. Demonstrated ability to work as a member of a multidisciplinary team.
9. Knowledge and compliance with BCHS privacy and confidentiality procedures.
10. Work within the BCHS Code of Conduct Framework.
11. Current Driver's Licence.

Desirable

1. Interpreting experience.
2. NATI qualification.
3. Community Services or Equivalent study.

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 meetings, reports and general feedback as required.
- Work together as part of a team to develop and deliver group work model.
- Co-facilitate community advisory groups and group sessions with clients.
- Demonstrate positive outcomes for clients through your intervention.
- Show evidence of an integrated service delivery approach for clients.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

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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.

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 that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

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.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in 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:

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- Complete all required probity checks BEFORE employment is confirmed.
- 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.

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

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.