

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: HUMANITARIAN SETTLEMENT PROGRAM CASE WORKER

<b>Award:</b>	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
<b>Classification:</b>	Level 4
<b>Site:</b>	This position is primarily based at our Central site, however, may be required to work from any BCHS site or outreach location as negotiated.
<b>Hours per fortnight:</b>	30.4 hours (0.4 EFT)
<b>Tenure:</b>	Fixed term 30 June 2023
<b>Position description developed:</b>	Reviewed November 2022
<b>Responsible to:</b>	Senior Leader, Settlement Services

#### 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

## **BENDIGO COMMUNITY HEALTH SERVICES**

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### **The Role of the Team**

The Humanitarian Settlement Program sits within the broader Settlement Services team. In turn, Settlement Services is situated within the Wellbeing, Inclusion, and Independence portfolio, which also includes Clinical and Psychosocial Alcohol and Other Drugs Services, and the Cultural Diversity team.

Service engagement commences when a humanitarian family first arrives in Australia with individualised responses provided both individually and to the family. Some supports provided by the team can last up to five years. The intent of settlement programs is to equip families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society. Our aim is to support eligible clients to promote personal and economic wellbeing, independence, and community connectedness.

We also facilitate pathways to learning English through continued education and employment. To achieve these outcomes the Settlement Services team utilises a combination of casework, community development, and individually responsive supports such as youth services.

### **Position Role**

This role provides holistic case management service under Humanitarian Settlement Program (HSP) to newly arrived humanitarian refugees. The role requires a highly organised individual with a positive demeanour who can work with internal and external stakeholders.

The Case Worker will be the central point of contact for clients. The objective of HSP is to build knowledge and advocate for social and economic well-being of clients. HSP delivers a tailored, needs-based case management approach with clients classified into Tiers according to their level of need and the complexity of circumstances.

Majority of HSP clients are expected to be classified under Tier 2 and receive the appropriately focussed HSP services. Client displaying an inability to independently engage with appropriate supports and who might be impacted by multiple complexities may be classified under Tier 3 following written approval from Dept of Social Services. Tier 3 clients receive specialised and intensive HSP services.

### **Position Responsibilities**

The responsibilities of the position are:

- Provide case management for newly arrived humanitarian settlement community
- Prepare all relevant documents to assist with provision of initial foundational requirements
- Develop and maintain positive workable relationships with key stakeholders
- Enter data, documents in line with HSP contractual requirements in a professional and timely manner. This includes uploading documents of evidence and claiming for services provided within the designated time frame
- Contribute to program development and team building initiatives
- Contribute to peer support and collaboration
- Provide logistical support to volunteers and students working in the HSP service
- Other duties as directed.

## **BENDIGO COMMUNITY HEALTH SERVICES**

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### **Key Selection Criteria**

#### **Essential**

1. Demonstrated ability to be able to communicate in both English and Karen language – proficient in written and spoken.
2. Demonstrated experience in a role that required elements of case management and developing case plans.
3. Experience in supporting newly arrived refugees and humanitarian entrants during their initial settlement in Australia.
4. Credentials in Community Services, Case Management, or other approved tertiary qualification.
5. Ability to manage challenging workloads and time frames in an open office environment.
6. Demonstrated experience meeting KPIs despite competing demands and time restrictions.
7. High level skills in using web-based platforms and Microsoft tools.
8. Excellent interpersonal skills and communication skills with clients/partners/families.
9. Personal commitment to promoting equality, diversity, and human rights in all aspects of service delivery.
10. Demonstrated ability to work as a member of a multidisciplinary team.
11. Have a current driver's license and Working with Children's Check.
12. Ability to provide vaccination information that meets the requirements for healthcare workers.

#### **Desirable**

1. Ability to communicate in other languages such as Thai, Po Karen, or Chin.
2. Engagement in MARAM and/or family violence professional development.

#### **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 are 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.

- Remain cognizant of the reporting and claiming time frames within the HSP contract and case management guidelines.
- Multitask case work that may include securing private rental and completing a range of documents
- Participate in team meetings, supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

## **BENDIGO COMMUNITY HEALTH SERVICES**

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### **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:**

Using 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 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

## **BENDIGO COMMUNITY HEALTH SERVICES**

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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 BCCHS' 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.

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

Co-operate with and contribute to BCCHS 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. (REMOVE IF CASUAL)
- BCCHS' Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.