

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: KAREN PROJECT WORKER - POWER SAVING BONUS PROGRAM

<b>Award:</b>	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
<b>Classification:</b>	Social and Community Services Employee Level 3
<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 3 August 2023
<b>Position description developed:</b>	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

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

The Power Saving Bonus project 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.

This project will reach out to members of the community that haven't engaged in the scheme through current promotions due to a range of barriers. The grant has been made available to all Victorian households. The team are adept at understanding community needs and engaging those that confront barriers on many levels.

This role is responsible to the Senior Leader Settlement Services. The team is multi-disciplined and is situated in a busy open plan office environment.

### **Position Role**

The role will be to promote the grant primarily targeting the local community of lived refugee experience and assist eligible households to apply for the Power Saving Bonus. The project worker will be required to communicate information regarding this Victorian Government initiative and assist community members to understand what is available and how to progress.

You will work closely with people who have a range of limitations to engaging with mass marketing and community messaging. Language will be the main significant barrier. However, those who are yet to apply, may be vulnerable and hard to reach households that include no access to computer or the internet, have limited computer literacy, be from a culturally linguistic diverse background, experiencing financial hardship, living with a disability or be older.

### **Position Responsibilities**

The responsibilities of the position are:

- Promote project
- Receive referrals through existing BCHS programs and partnerships
- Attend targeted training as required
- Confirm eligibility, capture applicant information and upload household supporting documents to the portal and submit application
- Monitor progress of application post submission
- Maintain records for reporting and data entry
- Participate in weekly meeting to monitor risks, targets, and emerging themes
- The role requires a range of working strategies including outreach, face to face, and phone contact with participants

### **Key Selection Criteria**

#### **Essential**

1. Demonstrated ability to be able to communicate in both English and Karen language – proficient in written and spoken.
2. Qualification in community services, or similar, or at least three years supporting community members in a professional role.
3. Demonstrated ability to work as a member of a multidisciplinary team.
4. Good computer literacy skills and ability in using digital platforms.
5. Commitment to the project aims and objectives.
6. Able to be highly organised, enter data and report against targets.
7. Personal commitment to promoting equality, diversity, and human rights in all aspects of service delivery.
8. Ability to provide vaccination information that meets the requirements for healthcare workers.
9. Have a current driver's license and Working with Children's Check.

#### **Desirable**

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1. Ability to communicate in other languages.

### **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.

- Knowledge and compliance with BCHS privacy and confidentiality procedures.
- Participate in supervision and professional development as negotiated with line manager.
- The project has key performance indicators. One is the number of households that make our target
- Demonstrated achievements will be evident in data reports.

### **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.

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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.