

Settlement Engagement & Transition Support Case Worker
Settlement Services Team
45.6 Hours per fortnight (0.6 FTE)
Fixed Term for 6 months

The Position

The position sits within the Settlement Services team, and its role is:

- To provide case work for eligible clients that includes assessment, advocacy, and referral.
- Encourage clients to become more self-reliant by referral to appropriate services.
- Organise information sessions to build clients knowledge of systems, current affairs and other areas that will enhance their lives and self-reliance.
- Enter data into Data Exchange and TRAK to reflect your work.
- Actively participate in team and allocation meetings.
- Advocate on behalf of your clients to achieve better equity and access to services.

The Settlement Engagement and Transition Support (SETS) team sits within the broader Settlement Services portfolio. In turn, Settlement Services is situated within the Community Partnerships & Integration portfolio, which includes, Health Promotion and Cultural Projects teams.

Service engagement commences when a humanitarian family arrives in Australia with individual responses provided with some supports lasting 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 SETS team utilises a combination of casework, community development and individually responsive supports such as youth services.

About Bendigo Community Health Services

BCHS has cared for the health and wellbeing of the Bendigo community for 50 years. We employ more than 280 people across a broad range of services.

The success of BCHS starts with our staff, who have a high level of professionalism and dedication, allowing us to deliver quality services for the community, with a particular focus on vulnerable people.

Added benefits of working with BCHS include:

- Salary packaging
- Purchasing leave
- Study assistance
- Training programs
- Novated leasing
- Fitness Passport

To successfully apply for this position, you will need:

Key Selection Criteria

Essential

- At least 12 months working with people of refugee background.
- A sound knowledge of what trauma is and its impact on people arriving from a refugee background.
- Capability to provide case work, advocacy, referrals, deliver information and in a way that put the person in the centre of your work.
- Excellent interpersonal skills and communication skills with clients/partners/families and stakeholders. This also extends to the development and maintenance of relationships with external parties such as service providers and community-based services.
- To design, organize and at times deliver information sessions and educational activities aimed at promoting positive settlement outcomes for the target client/community.
- Personal commitment to promoting equality, diversity, and human rights in all aspects of service delivery
- Demonstrated ability to work as a member of a multidisciplinary team.
- Intermediate to high level skills in Microsoft Office programs.
- A current employee Working with Children Check and Driver's Licence.
- A willingness to obtain a satisfactory National Police Check.

Desirable

- The ability to speak other languages including those from our client groups.
- Experience in working in group settings and speaking in public is desirable.
- Currently studying towards a qualification in human services.

For further information about the position contact Ms Martine Street, Senior Leader, Settlement Services on 0400 906 678.

To view the position description please go to <https://www.bchs.com.au/careers/current-jobs>

Applications addressing the **Key Selection Criteria** should be emailed to recruitment@bchs.com.au by 10pm Monday, 8 December 2025.

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact People and Culture on telephone 5406 1555 if an automatic acknowledgement has not been received.