

POSITION DESCRIPTION

Position Title:	Settlement Engagement and Transition Support (SETS) Case Worker
Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Level 1 Pay Point 3
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:	45.6 hours per fortnight (0.6 FTE)
Tenure:	Fixed term for 6 months
Position description developed:	Reviewed November 2025
Responsible to:	Senior Leader, Settlement Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

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.

POSITION ROLE

The role of the position 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.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- To provide effective case work using strength based and solution focused approaches and encourage client participation.
- Work effectively to build and strengthen partnerships and pathways for better outcomes for clients.
- Ensure reporting and data entry is completed in a timely manner.
- Organise information sessions and groups as needed.
- Utilise interpreter services with clients who need support of language services
- Review goal plans and exit clients when appropriate.
- Maintain an organised approach to your work and participate in supervision.
- Ensure the Activity Work Plan informs your planning.
- Other duties as directed.

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.

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 team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Ensure assessment is conducted and reviewed in conjunction with your clients. Ensure appropriate referrals and advocacy and exit processes are conducted.
- Conduct evaluations to measure impact and outcomes of the work, especially group work.
- Participate in supervision, SETS Community of Practice and professional development as negotiated with line manager.
- Knowledge and compliance with the 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.
- Participate in regular SETS team meetings and the Settlement Services team meetings where chairing and minutes is rotated.

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 the 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.
- Enter relevant client data and case notes into TRAK and into Data Exchange (DEX)
- Complete evaluation and survey where requested.
- 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.
- Complete all mandatory modules on Kineo.
- Participate where appropriate in the SETS Community of Practice and take advantage of PD opportunities.
- 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 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 and vape free workplaces.
- BCHS has a commitment to environmental sustainability.
- Fitness Passport.

