

LODDON CAMPASPE



MULTICULTURAL SERVICES

POSITION DESCRIPTION

Position:	Settlement Worker
Tenure:	12 months with a view to renewal
Hours:	22.5 hrs per week
Salary:	In accordance with SCHADS
Reports to:	Manager, Community Programs

Loddon Campaspe Multicultural Services (Multicultural Services) is a not-for-profit community organisation that empowers people from culturally and linguistically diverse backgrounds to participate fully in Australian society. It was established in 1999. Multicultural Services is an ethnic communities council and the peak body for refugee and migrant groups in Central Victoria.

Multicultural Services' work sits within 2 program areas: Community Programs and Arts and Events. Some of the programs within these areas are:

Community Programs

- Employment Program
- English Program
- Settlement, Engagement and Transition Support (SETS) Program
- Capacity building with multicultural communities

Arts and events

- Zinda Festival
 - Art-based projects
 - Community cultural events
 - Events and activities to support social cohesion
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POSITION SUMMARY

Multicultural Services is seeking a dynamic and experienced settlement worker to deliver the Settlement, Engagement and Transition Support (SETS) Program. SETS is funded by the Federal Department of Social Services and seeks to:

- Support client's to become self-reliant and participate equitably in Australian society
- Increase social participation, economic and personal wellbeing

Multicultural Services will be delivering SETS as part of the Victorian Regional Network Consortium, along with three partners: Diversitat, Ballarat Regional Multicultural Council and Sunraysia Ethnic Communities Council. The Victorian Regional Network is a consortium focusing on innovation, best-practice and high quality outcomes for new arrivals settling in regional Victoria.

The Victorian Regional Network's SETS Program will deliver a strength-based, flexible case work service as well as group activities. Clients will be permanent residents on eligible visas who are less than five years in Australia, including youth, families and adults.

RESPONSIBILITIES

The Settlement Worker will work from a culturally-sensitive, strength-based framework to support the following client outcomes:

- Clients are aware of their specific settlement needs
- Clients identify and take steps towards their own goals
- Clients have their immediate need addressed and are offered support
- Clients become aware of other services and understand how services operate
- Clients demonstrate greater independence when navigating services
- Clients are aware of and begin to feel comfortable attending relevant groups
- Clients participate in their local communities
- Clients are engaged on a sustained pathway to improved English proficiency, meaningful employment and/or education

Settlement Support duties:

- Undertake needs assessments with clients
- Undertake case plans with clients, including supporting clients to identify, and work towards, their own goals
- Deliver short term case work, including support, information, advice and referrals
- Provide longer term, tailored support to clients with more complex needs
- Implement information sessions and other group work activities in response to needs identified by clients and newly arrived communities
- Build and maintain good working relationships with key stakeholders and promote understanding and awareness of the needs of clients and the SETS program
- Work in collaboration with Victorian Regional Network partners, including referrals, information sharing and best-practice identification
- Enter all client information, including client centred case plans into the SETS database
- Undertake monthly reporting using the Clear Impact Score Card software
- Assist in the identification of unmet community needs and the continuous improvement of services
- Assist in the development of work plans and funding reports

Organisational duties:

- Work from a culturally sensitive, strength-based framework
 - Participate in training as agreed between supervisor and employee
 - Participate in monthly supervision
 - Participate in organisational meetings and activities
 - Work collaboratively across the organisation to meet community need
 - Undertake other duties as required
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KEY SELECTION CRITERIA

Essential

1. Bachelor of Social Work or a combination of other relevant degree and work experience
2. Case work and/or case management experience, including experience in conducting needs assessments, case planning and using strength-based and/or empowerment frameworks
3. Minimum 2 years' experience working with newly arrived communities, including demonstrated understanding of a) the needs of these communities, and b) the services and resources available to these communities
4. Strong cross-cultural competency
5. Well-developed verbal communication and interpersonal skills including incidental counselling, negotiation, advocacy and presentation skills
6. Well-developed written communication skills and computer literacy including ability to write assessments, case plans, reports and use Microsoft Office programs, internet search engines and databases
7. Well-developed organisational and administrative skills including the ability to work in a team, manage own work plan, meet deadlines and work flexibly.
8. Ability to undertake some evening and/or weekend work (approximately once a month)

Desirable

9. Experience working in a federal-funded settlement program
 10. Experience in group work, workshop or training facilitation
 11. Experience working with the Karen community and/or communities from Afghanistan
 12. Ability to speak a second language, especially Dari, Farsi or Karen
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CONDITIONS

- Satisfactory Police check on commencement and as requested by Multicultural Services
 - A current working with children's check
 - A current driver's licence and access to own vehicle during work hours
 - Probation period of 3 months with the option to extend for a further 3 months
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BENEFITS OF WORKING WITH MULTICULTURAL SERVICES

In addition to being part of an organisation that makes a truly positive impact on people's lives, you'll also have access to:

- Salary packaging
 - Family friendly workplace with flexible work arrangements
 - Positive workplace culture and supportive team environment
 - A richly diverse team of staff and volunteers from all around the globe
 - Community focused staff with a shared passion for improving outcomes for migrants and refugees
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