

POSITION DESCRIPTION

Position Title	Program Worker – Access and Support		
Team	Service Access		
Classification	SCHADS Level 4	Employment Status	Fulltime, Fixed Term
Position reports to	Team Leader - Service Access		
Location	South East Melbourne		
Last revised on	December 2017		

A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC), is a not for profit organisation. SMRC was established in 1993 and is governed by an elected Board of Directors. The SMRC provides a range of community based services for migrants and refugees in the Southern Region of Melbourne. Staff teams consist of Service Access, Active Wellbeing, Community Strengthening, Diverse Care and Corporate Services.

The SMRC staff members work closely with migrant and refugee communities, leaders, service networks and organisations, local government and business. It is the responsibility of all staff to represent the organisation as a professional and client focused organisation and promote its range of services and programs.

B. Role Purpose

The purpose of the position is to support eligible CALD residents to access CHSP and Disability Services (including HACC Program for Younger People and NDIS) and to work with agencies to reduce barriers to services. A component of the position is to work with CALD (culturally and linguistically diverse) communities and to provide education about the Commonwealth Home Support Program and disability services.

The position works primarily across the local government areas of Dandenong, Casey and Cardinia as well as surrounding areas.

C. Key Responsibilities

Program development

- Support eligible CALD residents access appropriate CHSP and Disability Services
- Facilitate links between local governments and other CHSP and Disability providers and the CALD community
- Promote CHSP and disability services to the CALD community and support their access to services if required
- Make appropriate referrals to CHSP and disability services
- Provide advice and information to CHSP and disability providers to enhance the cultural appropriateness of service delivery, if required
- Support and assist ethnic seniors' clubs to strengthen their ability to meet their members' needs

- Participate in relevant meetings and in the evaluation of the project
- Monitor allocated budget in consultation with Team Leader Service Access
- Prepare reports and contribute to funding submissions as directed by Team Leader Service Access

General duties and responsibilities

- Respond to hazard identification and incident reporting promptly, and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the Team Leader, and commensurate with the scope and classification of the position.

D. Person Specification

Qualifications

- Tertiary qualifications in community development, human services or relevant discipline

Key Knowledge Areas

- Knowledge and understanding of the issues experienced by young people from refugee background
- Experience in group facilitation
- Knowledge of working in a not for profit organisation
- Understanding of working in a multicultural workplace

E. Key Selection Criteria

Essential Capabilities

Professionalism

- Time Management - Demonstrates punctuality and meets agreed schedules and timelines

Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues

Leadership and team work

- Team dynamics - Openly shares information, participates and contributes to team discussions

Change and responsiveness

- Change Management - Maintains a positive approach to change and adapts to new or different ways of working

Governance and compliance

- Risk Management – Ensures that risks are identified and reported in own work context

Special capabilities

Community and inter-agency relations

- Partnerships and collaboration - Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes

- Knowledge of community - Maintains basic awareness of current community issues and knowledge of relevant organisations

Service Delivery

- Knowledge of client/member issues - Maintains awareness of client/member needs

Program management and policy development

- Program development - Performs own role and responsibilities efficiently to contribute to program and project outcomes

F. Personal attributes for this position

- **Culturally aware**- Respects difference in all forms. Values diversity as a strength and positively utilises diversity.
- **Creative and innovative** - Is open to change and alternatives. Generates options and ideas
- **Collaborative** - Engenders a spirit of teamwork
- **Resilient** - Learns from experience and identifies areas for self-development
- **Client/member focused** - Aims for best outcomes for clients and members. Is outcome focused

G. Staff reporting to this position

None

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer

All employees of SMRC are required to follow common conditions of employment. These are outlined in the SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- SMRC Values & Behaviours- **Diversity** **Respect** **Empowerment** **Participation** **Resilience**

I. Important Information

SMRC offers:

Salary Package: Employees have the option to access salary package through an external provider. Staff on a full time or part time contracts can access this very generous provision of \$15,899 tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's day, upto 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development relate to their field of work.

All appointments to the SMRC are subject to the following checks

- Reference checks
- Criminal record check
- Some position may be subject to a Working with Children Check

Please visit the SMRC website on www.smrc.org.au for further information or contact Aman Bindra HR Advisor on phone : 9767 1900

J. Employee Signature

I have read, understood and accept the above position description

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date