

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) (MIC)

POSITION DESCRIPTION

Position:	Youth Settlement Worker (x 2 positions available 1FTE and 0.8FTE)
Employer:	Migrant Information Centre (Eastern Melbourne) (MIC)
Reports to:	MIC Manager
Location:	Suite 2, 27 Bank Street, Box Hill 3128
Contact person:	Jessica Bishop
Closing Date:	11.59pm Wednesday 21 st July 2021
Send Application To:	Virginie Charoux-Mindiel at: mic@miceastmelb.com.au

Please submit your resume along with a written response against each of the Key Selection Criteria. Please include two professional referees.

1. Summary of position

The Migrant Information Centre (Eastern Melbourne) (MIC) is seeking an experienced caseworker and group program facilitator to work in the Settlement Engagement and Transition Service (SETS) Program team, providing capacity building and support for young people from refugee and family stream migrant backgrounds who have recently settled in Australia and reside in the Eastern suburbs of Melbourne. The position includes casework with young people aged 12 to 25 years, including providing outreach at local secondary schools in the Eastern suburbs and organising and facilitating group programs and activities to support the needs of young people from refugee and migrant backgrounds who are new to Australia.

2. Background

Migrant Information Centre (Eastern Melbourne) provides support to people from culturally and linguistically diverse backgrounds residing in the eastern suburbs of Melbourne. The region covers the Local Government Areas of Boroondara, Whitehorse, Manningham, Maroondah, Knox, Yarra Ranges and Monash.

The centre's objectives include:

- Provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness

- Deliver post arrival services relevant to new migrants and refugees in the Eastern Melbourne Region (the region) to ensure effective local settlement and orientation
- Enhance direct provision of settlement services to migrants in the region
- Provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies
- Enhance existing links with and between a range of service providing agencies in the region
- Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services
- Investigate technology-based solutions for the provision of information on services available within the region to the wider community
- Carry on any other activity, which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board

The Centre is managed through a Board of Directors. Migrant Information Centre (Eastern Melbourne) (MIC) has a strong commitment to ensuring that all children and young people accessing the MIC are safe, listened to and protected and that all Child Safe Standards are reflected in our day-to-day work practices.

3. Key Result Areas

- Provision of effective casework services that assist young people from refugee and family stream migrant backgrounds who settle in the Eastern suburbs of Melbourne, including providing outreach work at local secondary schools.
- Develop and deliver programs to assist young people from refugee and family stream migrant backgrounds who settle in the Eastern suburbs of Melbourne to successfully settle and participate in the wider Australian community.
- Develop and maintain strong links and effective partnerships with other agencies and service providers working in the Eastern Region, including schools with high numbers of students from refugee and family stream migrant backgrounds.
- Participate in the development and implementation of effective and innovative responses to identified needs of young people from refugee and family migrant backgrounds through activities that include working collaboratively with MIC staff and/or other service providers in the Eastern region.
- Advocate on behalf of refugees and people who settle in Australia under the family migration program who have low English proficiency with the aim of improving their access to services and resources.

4. Knowledge and experience

- Casework/Advocacy/Community Development/Group Facilitation skills
- Excellent interpersonal, networking and negotiation skills
- Knowledge of, and experience with the issues faced by young people and families from culturally and linguistically diverse backgrounds, particularly young people from refugee backgrounds
- Working collaboratively with staff and volunteers from external agencies and community groups in developing, delivering and evaluating services that effectively address the needs of people from refugee and migrant backgrounds
- Experience in complying with the reporting requirements of government in respect to funding received
- Strong written and verbal communication skills, including experience in using interpreters
- A strong customer service focus
- Sound administrative skills

5. Key Selection Criteria

- Demonstrated knowledge of the needs and challenges facing young people from refugee and/or migrant backgrounds who are new to Australia
- Demonstrated experience in providing effective casework services, group programs and community development activities to young people from refugee and/or migrant backgrounds with low English proficiency
- Demonstrated experience in planning and facilitating group programs and activities with young people
- Demonstrated experience in developing and maintaining effective partnerships across both the government and community sectors
- Sound administrative skills
- Excellent communication (both verbal and written) and interpersonal skills
- Sound organisational and time management skills
- Ability to effectively use Microsoft Office programs
- Tertiary qualifications in Social Work, Youth Work or equivalent
- A current Victorian Driver's License.

Desirable

- Completion of MARAM training and/or an understanding of the MARAM framework, including Family Violence and Child Safety Information Sharing Schemes
- Knowledge of services in the Eastern Region of Melbourne

6. Position dimensions

- The position reports to the Migrant Information Centre (Eastern Melbourne) Manager
- Work in co-operation with staff and volunteers of the Migrant Information Centre (Eastern Melbourne)
- Manage and effectively implement project objectives as stated in the agreement between Migrant Information Centre (Eastern Melbourne) and the Department of Home Affairs
- Successful candidates will need to produce a clear and current Police Check and Working with Children's Check

To apply for the position, please address all Key Selection Criteria in writing and send this, along with your resume and two professional referees to Virginie Charoux-Mindiel at mic@miceastmelb.com.au by 11.59pm on Wednesday 21st July 2021.