

Position Description

<i>Position:</i>	Settlement Worker – Inner West Melbourne
<i>Location:</i>	The role will primarily be located at Sunshine, however it is expected that the worker will work at other sites/locations within the region to fulfil operational requirements.
<i>Responsible to:</i>	Team Leader, Integrated Family/Client Services
<i>Authority for Appointment:</i>	General Manager, Migrant Services
<i>Review date:</i>	July 2022

Statement of Position

This position description is not prescriptive in nature. It outlines, in a generic sense, the qualities required for the Settlement Worker. It is expected that the employee will be skilful in the current knowledge and practice associated with the position. This position requires a motivated experienced person, who is flexible and has strong interpersonal skills that foster a collaborative approach with all stakeholders.

Position Summary

The primary objective of the position is to equip eligible clients (including adults, families, and young people from migrant/refugee background in the Western Melbourne Metro region), to address their identified settlement needs in order to improve social participation, economic well-being, independence, personal well-being and community connectedness more broadly.

The Settlement Worker is responsible for the provision of high-quality case management and community development initiatives. The position operates within MiCare's Settlement Team. The Settlement Worker is responsible for supporting the settlement journey of eligible clients as well as the management of low, medium, and intensive case management cases.

<i>Award classification</i>	Social Community Home Care and Disability Services Award (SCHCDS)
<i>Job Status</i>	Fixed term contract to July 2022
<i>Probationary Period</i>	The position is subject to a 6-month probationary period (for all new staff)
<i>Staff Development</i>	There will be several assessments during the first 6-month period and then at least annually thereafter
<i>Driver's License</i>	Current Victorian Driver's License is essential
<i>Police Check</i>	MiCare appointments are subject to a police check which does not disclose a criminal record.
<i>WorkSafe Pre-Existing Injury Declaration</i>	Worksafe Pre- Existing Injury Declarations must be completed by All new staff
<i>Medical Assessment</i>	A pre-employment medical assessment may be required
<i>Relationships</i>	Executive Director, Board and General Managers Managers, staff, volunteers, clients and families Department of Home Affairs, other government departments, councils, training providers and community organisations, employers / businesses, schools and local community networks, Contractors, Stakeholders,

Responsibilities

- Provide high quality needs-based case-management support to eligible clients addressing with the nine priority areas identified in the National Settlement Framework. The support includes outreach, advocacy, and assistance to eligible clients with multiple needs,
- In consultation with client and where necessary other relevant family members and professionals, develop a case plan identifying key actions, responsibilities and timeframes needed to achieve agreed outcomes.
- Facilitate referrals to support eligible clients' journey towards improving social participation, economic well-being, independence, personal well-being, and community connectedness. With a particular focus on the 3 Es (employment readiness, engagement with education and training and activities that facilitate the acquisition of English language)
- Develop and maintain respectful relationships with key referral agencies, community groups and leaders and potential project partners in the region to improve service coordination and referral, avoid duplication and improve local collaboration
- Contribute to the development and implementation of responsive group-work activities, aimed at increasing the community connection and capacity of newly arrived individuals, their families and communities during the settlement process. This includes but not limited to information sessions and consultations.
- In collaboration with Team Leader, initiate and facilitate the development of key projects and activities in line with project guidelines and approved work plans to ensure positive client outcomes.
- Contribute to the monitoring and evaluation of programs to ensure that they are relevant and responsive to the changing needs of target groups.
- Support/Implement legislative requirements of the role including mandatory reporting and children safety strategies, use of MARAM Framework within practice, contribute to Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS), and ensure client confidentiality and privacy is maintained.
- In consultation with Team Leader, devise and monitor budgets and financial expenditure for groups/projects as required. Ensure accurate and timely recording of all financial records.
- Be responsible for own time management, planning and organising own work.
- Ensure all reporting meets funding body requirements.
- Participate in all quality assessment activities and assist in the collection and analysis of all information and recommend required improvements to programs and processes.
- Participate in networks, trainings, forums, and conferences as appropriate and relevant to advocate needs of eligible clients and promote MiCare and its services.
- Participate in community consultations and identify issues, needs and barriers of refugee and migrants and provide input into the development of relevant services and programs
- Assist in the preparation of funding submissions and applications relevant to improving access to services and the community capacity building of newly arrived refugee communities.
- Maintain accurate and detailed client files and records, ensuring data entry is kept up to date, and entered in a timely manner. Maintain confidentiality and privacy of client information and data.
- Monitor and report all incidents and hazards as required by organisation and funding bodies
- Ensure that the services are provided efficiently and effectively
- Other relevant activities as outlined in the work-plan negotiated with the Team Leader
- Participate in a Community of Practice (COP) arrangement.

Key Selection Criteria

Qualifications

- Appropriate Tertiary qualifications in Social Work or other relevant human/social sciences.

Knowledge

- An understanding of, and commitment to, the needs of newly arrived migrant and refugee communities, especially those from new and emerging communities.
- Strong familiarity of systemic and structural barriers that new and emerging communities can face in Australia and possible approaches for overcoming these, with regards to the areas of economic, social and civic participation.
- Knowledge of Case Management Frameworks using a Strengths Based Approach, and Community development and Community Capacity building approaches within the Settlement context.
- Working knowledge of policies and referral protocols relating to settlement services; specialist operating knowledge/experience in one or more service areas such as community health, housing and tenancy, income issues, family/youth services are highly desirable.
- Sound understanding of current Commonwealth and State policies related to immigration, settlement, asylum seekers, income support and other relevant social policies with demonstrated ability to respond flexibly to changing policy and program needs

Skills/Experience

- Demonstrated experience in Casework/Case Management, conducting needs assessments, developing, and reviewing case plans, providing information, referral, and advice.
- Demonstrated experience supporting clients with complex needs and managing a wide range of client crises (e.g., family violence, homelessness, child protection, acute mental illness etc.) in complex human services environments
- Experience supporting people from migrant and refugee backgrounds through learning and social engagement opportunities.
- Well-developed community development skills, including the ability to identify and respond to emerging community needs in partnership with other agencies.
- Excellent relationship management and communication skills including the ability to develop and maintain collaborative partnerships with individuals and groups
- Experience in the supervision, guidance and support of students, casual staff and volunteers.
- Experience in the preparation and administration of grants, reports, program proposals and acquittals.
- Excellent written and verbal communication skills.
- Excellent interpersonal, networking and negotiation skills.
- Demonstrated report writing, client data collection/entry and research skills.
- Strong administration and time management skills. Ability to prioritise and work to deadlines with attention to detail
- The ability to work in a culturally sensitive manner within an ethno-specific environment.
- The ability to work in a culturally specific environment.
- Ability to work autonomously and with others in a participative and supportive manner
- Sound computer literacy and proficiency in use of Microsoft Office

Personal Attributes

- A genuine commitment to access and equity principles, multiculturalism and the values of respect, equality, and integrity.
- Self-motivated with a positive and professional approach

Desirable

- Lived experience of migration, and resettlement, and/or capacity to speak a relevant community language
- Knowledge of key services in the targeted region and surrounding areas.

Ongoing Education and Development

It is expected that all MiCare staff will keep their knowledge up to date; to enhance personal skills, comply with contemporary practices, legal responsibilities, departmental requirements and the knowledge to perform her/his duties effectively.

Teamwork

It is expected that all MiCare staff will attend and participate in staff meetings and be involved in promoting harmonious work relations with all other employees. As all staff impact on the quality-of-service provision, it is essential that each member of staff demonstrates willingness and an ability to work as a member of the team.

MiCare's Statement of Commitment

MiCare is committed to safeguarding, protecting and promoting the health and wellbeing of all its people of all ages at all times. This includes Elders, children and women. We are committed to the cultural safety of all peoples from Aboriginal and Torres Strait Islands; from culturally and/or linguistically diverse backgrounds; who live with a disability; and who identify with a sexual and or gender minority identity. Our safeguarding practice aligns and complies with statutory responsibilities, government guidance and with best practice.

As a 'safeguarding' organisation, employment with MiCare is subject to a satisfactory national (and international where relevant) police check and Working with Children Check (in Victoria) and or Queensland's Working with Children Check (blue card) where relevant, prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

Other duties

Any other duties as required by the Team Leader and/or the Manager Settlement Services

Specific Health and Safety requirements

- As per MiCare's Work Health and Safety Policies and Procedures including Fire Safety

Other related activities

- Police Check and Working with Children's Check
- Current driver's licence, willingness to drive and travel and work between work locations
- MiCare has a non-smoking policy on all worksites
- MiCare has a Scent-free policy on all worksites
- Evidence of current flu vaccination and COVID-19 vaccination is required for MiCare staff

Declaration

My position description has been explained in detail and I understand and accept the responsibilities and authority as outlined.

Name

(Please print)

MiCare Representative

(Please print)

Signature

Signature

Date

Date