

POSITION DESCRIPTION – TEAM MEMBER

Position Title	HSP Casual Bilingual Support Workers	Department	Migration Support Programs
Location	Perth	Direct/Indirect Reports	N/A
Reports to	HSP Team Leader	Date Revised	May 2021
Industrial Instrument	Social, Community, Home Care and Disability Services Industry Award 2010 - SCHADS		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0038033

■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national and local programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

The Bilingual Support Worker is responsible for the provision of information, education, and practical support services to HSP clients referred by The Department of Home Affairs through a client services environment. This role is also responsible and accountable for maintaining client data and various administrative tasks arising from the HSP operations.

■ Position Responsibilities

Key Responsibilities

- Assist with the provision of general information to clients such as Red Cross contact details, Emergency numbers, Welcome Kit and appointment for initial needs assessment, care plan development and others.
- Provide assistance to clients with service registrations, such as but not limited to, Medicare, bank accounts, Centrelink, Healthcare services, Migrant Resource Centres, and community services.
- Provide logistical coordination and assistance with the delivery of group orientation sessions.
- Arrange other immediate services or appointments on advice from Case Manager or Team Leader.
- Provide access to general information and education relevant to activities of daily living, including housing, locally available services provided by other agencies, public transport, children's playgrounds, places of worship etc.

- Triage and mentoring to clients who appear to be struggling to reach settlement milestones; referrals to Case Managers as needed.
- Assist with client airport pick up and transport to accommodation – liaison with volunteers.
- Liaise with Housing Officers so that they have good knowledge of client's needs and take initial action if it becomes evident that tenancy problems of some sorts exist for a client.
- Other general responsibilities within the scope of this role.
- At times work will be required to be undertaken out of business hours in response to service requirements and time in lieu will be negotiated according to Red Cross policy.

■ Position Selection Criteria

Technical Competencies

- Highly developed communication and interpersonal skills.
- Fluency in Ukrainian, Dari, Hazaraghi or Chin is essential for these roles.
- Understanding of the refugee and asylum seeker sector and service needs of relevant clients.
- Experience in community services and working with clients from cultural and linguistically diverse backgrounds is desirable.
- Experience dealing with private rental sector and community housing sector is desirable.
- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role.
- A current Drivers License is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.