



POSITION DESCRIPTION

Youth Settlement Worker

About Spectrum

At Spectrum, we aspire to a profoundly inclusive Australia, a place where the extraordinary diversity of people enhances the lives of all. We reach out to people of all refugee and migrant backgrounds; we provide access to a support network; we enable successful participation and inclusion for an enriched and diverse Australia. We celebrate refugees and migrants for who you are. We aspire for you to realise your dreams through the collective strength and wisdom of our shared community.

Spectrum is an Equal Opportunity Employer and welcomes applications from all people. Spectrum is committed to child safety and conducts thorough background and police checks.

Our Aspiration & Purpose

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Our Values

Understand the journey - We strive to understand our client's journey. We take an interest in their story and try to see the world through their eyes. We value each person's unique perspective and make decisions with empathy and compassion.

Co-create to thrive - We nurture our partnerships with all customers, clients, and organisations – our goal is a win-win outcome for all. We believe in the wisdom of collaboration and see feedback from partners and each other.

Focus on the client experience - We put the client at the centre of everything we do. We focus on what we can do to help them feel at home. We seek feedback from clients and welcome the opportunity to improve. We know what great service feels like and work hard to deliver it.

Be different, be one - Diversity is essential to who we are – we embrace our differences. We work as one team because this is the key to our success. We actively create a welcoming environment for each other and our communities.

Create tomorrow - We create tomorrow by being curious, creative, and adventurous. We make sustainable choices, knowing the future is in our hands. We get involved in and contribute to activities that support Spectrum's long-term success.

See and act with an open mind - We recognise that the world is changing, and continuous transformation is now the norm. We choose to see the possibilities and respond with a positive attitude. We search for opportunities to improve and strive to overcome obstacles to change.

Position Context

The Settlement and Family Services Department works with individuals and communities within various programs who have recently arrived in Australia, and those who have settled for a number of years. Eligible clients can obtain casework support and engage in various community programs that strive to work with individuals and communities toward positive settlement outcomes.

This unique role comprises elements of youth casework and group work in the Settlement and Family Services Department. The role will provide one-on-one low and medium intensity casework to eligible young people aged 12-25 years, providing case management intervention and general information, advocacy support and referrals on a

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need's basis. The group facilitation component will work with other stakeholders to ensure youth engagement and will jointly develop initiatives as settlement needs of individuals and groups are identified.

The position delivers services aimed at empowering clients and communities to achieve social cohesion outcomes, economic and social inclusion, and to improve their wellbeing, independence, and connectedness.

This role will be working over multiple service stream where youth work and engagement skills are essential.

Key Responsibilities	
Strategy & Leadership	<ul style="list-style-type: none"> Actively support an organisational culture that is based on making people feel at home, as well as promoting accountability, quality, good governance and staff well-being
Capacity Building	<ul style="list-style-type: none"> Support newly and recently arrived youth via innovative programs and partnerships/networks in service delivery Assist with the development and implementation of innovative programs to small and emerging communities targeted to youth Promote the profile of newly arrived communities within the local media and mainstream agencies Contribute to project evaluation, research, submission and policy development relevant to the migrant services Strengthen local communities by providing a 'one stop shop' where appropriate activities, information and services can be accessed by the community Develop and implement activities, programs, information, and resources which meet the identified needs
Case Work	<ul style="list-style-type: none"> Undertake comprehensive client needs assessments through intake to address settlement related issues. Make appropriate referrals to service providers and/or other appropriate services or internal programs; Follow up intake appointments to monitor outcomes and assess clients' progressive confidence in use/ability to navigate mainstream services and offer further support if required; Provide settlement-related information, advice, referrals and advocacy in the short term while awaiting more substantial support from other services.
Data Management & Record Keeping	<ul style="list-style-type: none"> Complete all administrative requirements associated with the position in a timely manner to the required standard, including case notes, incident reports (where relevant) and the timely entry of client data into the Department of Social Services (DSS) Data Exchange (DEX) and other reporting management systems. Manage all records and reporting of service delivery in a timely manner, as per contract requirements; Ensure appropriate and accurate collection and documentation of client data/statistics; Ensure client information is maintained and kept securely.
Stakeholder Management and Advocacy	<ul style="list-style-type: none"> Build and maintain relationships and partnerships with key agencies to promote and strengthen program delivery and outcomes;

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	<ul style="list-style-type: none"> • Provide cross-cultural consultancy to mainstream agencies when working with target groups to enable them to deliver appropriate and culturally sensitive services; • Advocate for the needs of target groups in the Australian service system; • Represent Spectrum at external committees/network meetings and positively market/promote the organisation and services/program as required;
Quality improvement and compliance	<ul style="list-style-type: none"> • Support the development and use of clear, consistent and transparent processes and internal controls framework • Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls
Risk & Compliance	<ul style="list-style-type: none"> • Ensure that the Code of Conduct is adhered to at all times; • Display a commitment to the Purpose and Values of Spectrum; • Ensure that Spectrum complies with the Occupational Health and Safety Act requirements and strive for best practise in the provision of a safe work place for all; • Report all incidents, near misses and illnesses to immediate supervisor and the OH&S Representative; • Demonstrate an understanding of emergency response procedures.

Key Selection Criteria	
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in social sciences or related disciplines, or lesser formal qualification with substantial years of relevant experience and expertise, to undertake the range of duties contained in this job description and at the Level 4 of the SCHADS Award; • Minimum of 12 months experience in relevant settlement, Youth or community development role.
Skills & Experience	<ul style="list-style-type: none"> • Demonstrated generalist experience in the area of migrant settlement or a related human services sector; • Experience in client/person-focused, strengths based and asset-based community approaches; • Ability to communicate in a relevant community language would be well regarded.
Personal Qualities & Behaviours	<ul style="list-style-type: none"> • Well-developed information and analysis skills; • Well developed and demonstrable problem solving and judgement skills; • Well-developed planning and organisational skills, able to set priorities & own work objectives and sometimes that of others in lower classified positions; • Excellent oral and written communication skills; • Ability to communicate in a relevant community language would be well regarded.
Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none"> • Drivers Licence • Current Working with Children Check • Current National Police Check

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Position Information	
Location	Level 5, 61 Riggall Street, Dallas, 3047 or 163 Harvester Road, Sunshine, 3020 or Dandenong (working remotely when required and/or approved including due to COVID restrictions)
Award	Social, Community and Disability Support Services
Classification	Level 4.1
Employment Period	12 month fixed term
Hours of Employment	Part Time (0.6 EFT) Spectrum is committed to flexible working arrangements
Performance Review	Annually

Key Relationships	
Department	Settlement & Family Services
Program	SETS
Reports to	Brent Serry: Team Leader – Social & Economic Inclusion
Manager	Judith Atkinson
External	DSS, Western English Language School, local councils, other partner organisations

Key System and Equipment Usage	
	<ul style="list-style-type: none"> Microsoft Windows Office Suite, Australian Government Data Exchange, Internal Client Management system(s)

Additional Information	
Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect your ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination Directives	In line with the government public health directions and the safety and wellbeing of our people, we require any new starters to have up to date vaccinations against COVID-19, unless exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.

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NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

Other Relevant Information
This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

Employee Declaration

- I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Yes No

- Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed position description?

Yes No

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of the Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Spectrum Migrant Resource Centre is an Equal Opportunity Employer

Employee				
Name:		Signature:		Date:
Manager				
Name:		Signature:		Date:

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