

Cultural Support Worker

Status:	Casual		
Salary:	Level 2.4 \$39.72/hr + 10% super		
Reports to:	Cultural Support Worker Coordinator		
Direct Reports:	Nil		
Department:	Community Development & Engagement		
Location:	Brisbane		
Creation Date:	1 December 2021	Review Date:	1 December 2023

PURPOSE

The Community Development and Engagement Function is responsible for leading Multicultural Australia's operations and outcomes in the areas of community and business development; engagement and the regions.

Multicultural Australia Client Services provides settlement support and Case Management to newly arrived humanitarian entrants, people seeking asylum and unaccompanied minors by creating opportunities to develop their skills and knowledge to achieve social and economic well-being in their new communities. Support is provided through tailored and holistic case management, applying person-centred and culturally informed frameworks, with specific focus on supporting clients to achieve outcomes across English, education, employment and community engagement. We aim to promote wellbeing, independence, belonging and quality of life through delivering culturally appropriate support which nurtures aspirations, promotes independent living skills, inspires active citizenship and supports connection with family, peers and communities. Strong, positive relationships are at the core of our work.

Our Cultural Support Workers are diverse, representing many of Queensland cultural, ethnic, and faith-based communities. They are employed on a casual basis by Multicultural Australia as part of our settlement team to assist with delivering culturally appropriate and responsive support (e.g., advice, language, capacity building, etc.) alongside Multicultural Australia staff and our clients, to achieve outcomes. Cultural Support Workers are not employed as interpreters or community leaders.

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PRIMARY RESPONSIBILITIES

- Assist clients to link to essential services and with other people from their culture of origin and build other meaningful social connections;
- Deliver orientation activities including local area, household safety and public transport orientation;
- Assist with emergency and crisis intervention upon direction of a Case Manager on occasion;
- Provide language support, cultural advice and feedback to the Case Manager in relation to completion of a task;
- Keep documentation and records in relation to completion of tasks (for example task completion form, mileage record, public transport receipts);
- Represent Multicultural Australia ethically whilst completing a task on behalf of the organisation; and
- Inform Multicultural Australia in relation to any change in circumstances (e.g. loss of driver's license, change of address).

In addition to the duties listed above all Multicultural Australia staff are expected to:

- Respect and abide by the vision, mission and values of the organisation;
- Ensure that their conduct is consistent with provisions of the Multicultural Australia Code of Ethics and Conduct;
- Comply with the provisions of relevant Multicultural Australia policies and procedures;
- Comply with the provisions of Multicultural Australia's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or Multicultural Australia as a whole. Information and training will be provided to successful candidates;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of Multicultural Australia as a whole. This will include the use of computer-based calendar and information management systems.

Induction training relating to policy and procedures, workplace health and safety and Multicultural Australia administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

And all other duties associated with the position as instructed by the Cultural Support Worker Coordinator.

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REQUIRED QUALIFICATIONS, CAPABILITY, AND EXPERIENCE

Qualifications, licences and probity

- Valid Queensland Driver's Licence;
- Possession of a current, paid Working with Children's Blue Card in accordance with the *Commission for Children and Young People and Child Guardian Act 2000*, and
- National Police Clearance Check.

Essential Skills / Experience

- Proficient language skills (reading, writing and speaking), in both English and an additional languages of either:
 - Chin Teddim
 - Chin Zomi
 - Chin Haka
 - Karen S'gaw
 - Karenn
 - Kachin
 - Somali
 - Farsi
 - Arabic
 - Dari
 - Pashto
 - Tigrinya
 - Kinyarwanda
 - or Punjabi
- Sound and accurate knowledge and understanding of Australian culture and systems which are relevant to client settlement, along with the ability to explain information about important life skills so that clients are able to independently establish their lives in Australia;
- Demonstrated commitment to working with all members of the community, irrespective of cultural and religious affiliations and a commitment to social justice and human rights;
- Excellent records management and general administration experience, along with proficiency in MS Office and advanced computer literacy;
- Ability to work outside normal hours and willingness to apply for an Aviation Security Identification Card; and
- Demonstrated ability and willingness to work cross culturally, assisting clients to develop connections with people from their culture of origin, along with other meaningful social connections.

Desirable Skills / Experience

1. Experience working across and/or coordinating programs;
2. Experience or knowledge of community development theory and frameworks for practice;
3. Experience in a similar role in the not-for-profit sector would be advantageous;

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4. Excellent records management and general administration experience, along with proficiency in MS Office and advanced computer literacy;
5. Willingness to operate various sized Multicultural Australia vehicles where required and appropriate.

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WHO WE ARE

Why do we exist?

Our purpose

Multicultural Australia exists to create a welcoming, inclusive, and economically stronger community. This is an agenda shared with many others. Our part is to ensure that everyone is included, skilled and thriving. We are passionate about promoting positive conversations about inclusion.

Our Vision

A trusted Queensland not-for-profit, creating welcome and inclusion for new arrivals. Exceeding stakeholder expectations by delivering exceptional services, working with others to solve big issues and driving innovative projects that make a real difference.

Our Values

We are fiercely committed to human rights and demonstrating our values in our daily work. We show up for one another, we are faithful to our client's aspirations and we solve problems by finding the Third Way. We are ethical and strive for impact. We pride ourselves on being an organisation with the grit needed to effect real change.

What do we do?

For 23 years, Multicultural Australia (formerly Multicultural Development Australia) has been welcoming refugees, people seeking asylum, international students and other new arrivals to Queensland with the goal of creating a fairer more prosperous society for all Queenslanders.

We support thousands of newly arrived people every year, including refugees, international students, people seeking asylum and migrants. We help them to settle into their new lives, build connections in their communities, find work and study opportunities, learn new skills and feel at home.

We also work with individuals, communities, business and government to help build a more welcoming culture through advocacy, cultural training, community events, employment, youth programs, sports and arts inclusion programs to advance a diverse, inclusive and multicultural community.

We have worked hard to advance multicultural Australia and build communities where everyone belongs. Developing inclusive and prosperous communities, changing the conversation and keeping fit for the future are the strategic pillars that highlight why we exist. They underpin what we do – our services, partnerships and business. Ethical leadership and deep collaboration with community is at the heart of how we work – our culture and practice.

HEALTH, SAFETY & WELLBEING FUNDAMENTALS

Multicultural Australia employees are considered safety leaders and are expected to contribute to a culture that supports health, safety and wellbeing of all staff, clients and stakeholders.

- We will all take appropriate action to prevent harm.
- We will never accept or condone work practices that impact on the health, safety and wellbeing of others.
- When identifying risk, we will mitigate where possible and report where appropriate.

QUALITY MANAGEMENT

Multicultural Australia are committed to quality assurance and continuous improvement. Everyone as part of their role must:

- Comply with policies, systems and procedures.
- Actively participate in identifying opportunities to improve our work.
- Communicate, clarify, commit to, and contribute to quality initiatives.

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read, understand, and accept its contents			
Position Holder Name:			
Signature:		Date:	/ /
Manager's Name:			
Signature:		Date:	/ /
<p><i>The purpose of a position description is to provide a summary of the position that can be used to assist in a number of management activities including recruitment, induction, training, performance management, job evaluation, and job design. Position descriptions are supported by, and should be read in conjunction with, other Multicultural Australia documents such as letters of appointment, policies and procedures, codes of practice and any other materials that provide details about what is to be achieved and how the position is to be performed. A position description is only a summary of the typical functions on the position, not an exhaustive list of all possible responsibilities, tasks and duties. The responsibilities, tasks and duties of the incumbent may differ from those outlined in the position description or other duties, as assigned, might be part of the job. As many position evolve over time, position descriptions may be reviewed and updated.</i></p>			

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