

Make a real difference to Maroondah



Bilingual Children's Services Officer

Position Number: CHD235
Classification: Band 5
Responsible to: Team Leader Children's Services
Service Area: Community Services

Crim check - if required	Yes
Working with Children Clearance ID Card (Employee) - if required	Yes

Role and Summary Statement

Working in collaboration with the Kindergarten Outreach Officer and the Youth and Children's Services team the Bilingual Children's Services Officer will be responsible for actively engaging with culturally diverse families and children and facilitating their access to quality early childhood education, school and useful social services. With Maroondah's high percentage of humanitarian new settler arrivals and a significant number of those coming from Myanmar/Burma, this role will have a strong emphasis on working with the growing refugee population to support inclusion and successful transition to kindergarten and school.

Tasks and responsibilities

1. Maintain and build strong relationships with local refugee, asylum seeker and CALD community groups, organisations and service providers to support inclusion and successful transition to kindergarten and school, with a key focus on Myanmar/Burmese communities.
2. Actively engage with and support families with enrolment processes and participation in three- and four-year-old kindergarten for CALD children.
3. Actively support families with successful enrolment and transition to primary school.
4. Assist in the facilitation of storytime or events as required.
5. Attend services within Maroondah such as Kindergartens, Supported Playgroups and libraries to build relationships with families and support their connection to services.
6. Work in partnership with Maroondah Integrated Kindergarten Association (MIKA) to identify and remove barriers to accessing Kindergarten. Support MIKA with enrolments where required.
7. In partnership with the Kindergarten Outreach Worker, assist with the development and implementation

of high-quality, evidence-based activities to support CALD children's attendance at kindergarten, including the development of cultural safety across early childhood settings.

8. Engage CALD families with early childhood supports in their local area such as playgroups, storytime and Maternal and Child Health services.
9. Support the dissemination of translated information for early childhood workers and families to encourage COVID Safe behaviours.
10. Ensure information that is disbursed to refugee communities and families is clear, accurate and accessible for all.
11. Build and maintain relationships with Early Childhood Educators and Teachers and staff in local primary schools that help to support the successful participation of CALD children and families in education.
12. Attend appropriate network meetings and community events.
13. Support research and stakeholder consultation to inform the development and evaluation of policies, procedures and other documents that streamline and improve outcomes for children and families.
14. Support the Youth and Children's Services team as well as the early childhood and education sector to gain a deeper understanding of, and work more effectively for, Maroondah's refugee communities.
15. Through active engagement, raise awareness of Council's role in the community and the supports available to migrants and refugees.
16. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
17. Actively support and promote Equal Employment Opportunity (EEO) within the workplace in accordance with the Equal Opportunity Act 2010, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Human Rights and Equal Opportunity Commission Act 1986, Workplace Relations Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Gender Equality Act 2020, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 2020, and Council policies.
18. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for their own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
19. Maroondah City Council is committed to being a child safe organisation where all children and young people are valued and protected from harm and abuse. We have zero tolerance for child abuse. Consistent with these objectives employees are expected to comply with the requirements of applicable Child Safety legislation such as the Child Wellbeing and Safety Act 2005 (Vic), Crimes Act 1958 (Vic), Children, Youth and Families Act 2005 (Vic), and Worker Screening Act 2020 (Vic), as amended and/or replaced from time to time; comply with Council's Child Safety and Wellbeing Policy, including Council's Child Safe Code of Conduct; and assist Council to achieve a prevention focused, proactive and participatory approach to achieving and maintaining positive Child Safety related outcomes.

20. Observe the application of the Council Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).
21. Comply with the requirements of applicable privacy legislation (e.g. Privacy and Data Protection Act 2014 (Vic); Health Records Act 2001 (Vic) as amended and/or replaced from time to time.
22. Adhere to the requirements of Council's Privacy Policy, that incorporates relevant Information Privacy Principles (IPPs) and Health Privacy Principles (HPPs), as amended and/or replaced from time to time.

Organisational relationships

INTERNAL	Management, employees and other Council Departments including Maternal Child Health.
EXTERNAL	Families and children; kindergartens, primary schools and staff; local refugee, asylum seeker and CALD community groups, organisations and service providers; Local Churches, Maroondah Integrated Kindergarten Association (MIKA), Other Local Government Outreach Officers; Department of Education and Training and other relevant agencies and organisations.

Person specification

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

Qualifications

Essential

- > Fluency in a language other than English (a Chin or Karen language is desirable)
- > Demonstrated experience working with CALD children and families and/or tertiary qualification (or working towards tertiary qualification) in a relevant field.

Experience

Essential

- > Demonstrated experience in working with children and families from a range of cultural backgrounds and a strong understanding of Myanmar/Burmese communities.
- > Demonstrated experience in developing, building and maintaining partnerships
- > Highly developed interpersonal skills including the ability to effectively communicate both verbally and in written form to a broad range of people from diverse backgrounds and cultures.
- > Understanding of Child Safe Standards and Child Protection reporting procedures
- > An understanding of cultural diversity, beliefs, values and needs of a culturally and linguistically diverse community
- > Demonstrated ability to achieve objectives within set timeframes, set priorities and plan and organise own workload.

Other certificates, checks and licences

- > Current Victorian Drivers License, CrimCheck, Working With Children Check - Employee

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- > May supervise resources, other employees or groups of employees and / or provide advice to or regulate clients and / or give support to more senior employees
- > In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and / or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans
- > In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or the clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees
- > In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported

JUDGEMENT AND DECISION MAKING

- > The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives. For supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives.
- > Guidance and advice are always available within the time available to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS:

- > Supervisors require an understanding of the relevant technology, procedures and processes used within their operating unit.
- > Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.
- > Support employees also require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the goals of the wider organization.
- > All employees require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

MANAGEMENT SKILLS:

- > These positions require skills in managing time, setting priorities and planning and organizing one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- > Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

INTERPERSONAL SKILLS:

- > Requires the ability to gain co-operation and assistance from clients, members of the public, and other employees in the administration of defined activities and in the supervision of other employees or groups of employees.
- > Expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

Agreement: I have read, understood and agree to comply with this position description.

Name:

Signature:

Date:

Prepared by:	Coordinator Youth and Childrens Services	Authorised by:	People and Culture
Date reviewed:	March 2025		

Selection criteria

Criteria 1.

Demonstrated experience working with CALD children and families and/or tertiary qualification (or working towards tertiary qualification) in a relevant field, plus an understanding of Child Safe Standards and Child Protection reporting procedures.

Criteria 2.

Demonstrated experience establishing and maintaining collaborative partnerships to assist with the achievement of positive outcomes; ideally experience within the early childhood education sector and/or working with CALD communities.

Criteria 3.

Fluency in a language other than English (a Chin or Karen language is desirable) and an understanding of Myanmar/Burmese Communities.

Criteria 4.

Demonstrated skills and experience in CALD community consultation and engagement, with a genuine commitment to inclusivity.

Criteria 5.

Demonstrated experience in engaging and working effectively with families with children aged 0-6 years, in particular those experiencing disadvantage and or vulnerability.

NOTE: Candidates are required to address each of the selection criteria in their applications.

Personal capability requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				•
Sitting – vehicle			•	
Operating telephone / computer				•
Writing / reading				•
Manual Handling				
Bending / twisting Spine	•			
Working with one or both hands above shoulder height	•			
Lifting (5kg or under p/item)	•			
Lifting (5kg or over p/item)	•			
Requiring low/light application of force	•			
Requiring medium to high application of force	•			
Lifting/holding/restraining children		•		
Exerting force in an awkward posture	•			
Holding & supporting equipment		•		
Agility				
Squatting / kneeling				•
Looking up / looking down			•	
Reaching forwards or sideways		•		
Gripping or grabbing equipment	•			
Mobility				
Walking / standing- briefly		•		
Walking / standing- extended		•		
Walking on uneven ground	•			
Climb steps/stairs		•		
Climb ladder	•			
Driving – passenger vehicle				•
Driving – light commercial (regular drivers licence)	•			
Driving – bus (endorsed licence)	•			
Driving – machinery/heavy commercial	•			
Sensory				
Hearing – face to face / telephone conversations				•
Hearing – working with loud machinery	•			
Visual – read printed material, signage				•
Visual – computer screen, electronic signs				•
Visual – driving				•
Visual – watching with vigilance (e.g. SXS, Lifeguard)		•		
Emotional				
Dealing with complex customers / residents				•
Supporting dependent persons		•		
Dealing with conflict		•		
Managing complex personal situations				•
Providing empathy				•
Work Environment				
Outdoor – exposed to elements, plant & equipment	•			
Confined spaces	•			
Working alone		•		
Working at heights (greater than 2m)	•			
Exposure to extensive dust	•			
Pollen (or other allergens)		•		
Exposure to polluted odours and/or chemicals	•			
Personal waste		•		

Office Use – Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
--	---

Our workplace values



Our people | Our service | Our approach

Organisational vision

We will foster a prosperous, healthy and sustainable community.

Our mission

We are dynamic and innovative leaders, working in partnership to enhance community wellbeing.

Our values

We are **ACCOUNTABLE** to each other
and our community

We collaborate in an adaptable and
SUPPORTIVE workplace

We **PERFORM** at our best

We are open, honest, **INCLUSIVE**
and act with integrity

We ensure every voice is heard,
valued and **RESPECTED**

We are brave, bold and aspire
to **EXCELLENCE**