

Position Description | Multicultural Community Worker

Department	Community Services	Award	Social, Community, Home Care and Disability Services Industry Award [MA000100]
Reports to	Senior MCW	Direct Reports	Nil
Type of Employment	FTE	Classification	Level

Position Overview and Objectives

The **Multicultural Community Worker** is responsible for the provision of settlement support and referral services to children and adults in the north and south metropolitan areas of Perth, who are humanitarian or family stream visa holders and who have a child attending a Primary School that incorporates an Intensive English Centre.

ERCWA Vision, Mission & Values

All ERCWA positions have a common foundation which focuses on delivering our services with the highest of standards in accordance with the ERCWA vision, mission, and values. These will form the basic requirements of each of the ERCWA roles.

Our Vision

Inspired by Edmund Rice, our vision is to enable people to feel included, be active participants and make a positive contribution to society.

Our Mission

We seek to empower the people whose lives we touch through education and development of community, with a special focus on youth leadership.

Our Values

Diversity- We welcome, respect and value each person regardless of ethnicity, creed, sexuality, gender, or ability and foster harmonious relations between groups.

Dignity- We acknowledge the dignity of each person by acting with compassion, respect, and sensitivity, thus fostering a sense of self-worth.

Safety- We create a safe place for all who engage with us.

Empowerment - We enable social change through individual empowerment and community development.

Core Objectives

The core objectives of the **Multicultural Community Worker** include:

1. **Settlement Support**
2. **Reporting and Evaluation**
3. **Health Safety & Welfare**

Position Responsibilities

1. Settlement Support

- Provide information, casework, advocacy and supported referrals as required to ensure successful settlement and community integration.
- Provide outreach support to clients such as transport and home visits when required.
- Provide information to clients to access mainstream services and make appropriate referrals.
- Develop and maintain networks and relationships with mainstream services, and ethnic and community groups to strengthen service delivery
- Assist with the facilitation of parent's groups and out of school activities for students.
- Work collaboratively with bicultural program staff and interpreters to deliver services.
- Provide outreach casework support to high schools and families.
- Organise and deliver group sessions in primary and secondary school settings.
- Provide outreach support to clients such as transport and home visits when required.

2. Reporting and Evaluation

- Administration, data recording and financial accountability as required by the grant agreement.
- Develop an understanding of and keep up to date with relevant policy and legislation.
- Maintain confidential and accurate case records.
- Contribute to the monitoring the service to improve the program's effectiveness.
- Contribute towards six-month progress reports.
- Write monthly board reports and CDS data entry.

3. Health Safety & Welfare

- Ensure all work practices are carried out in as safe a manner as is possible and always complies with all applicable legislation and ERCWA policies and procedures.
- Manage and review as required, the Health, Safety and Welfare of all people in accordance with the policies and procedures.
- Ensure no discrimination, bullying, harassment, or intimidation takes place against any person and the ERCWA complies with all applicable legislation.
- Fully understand and comply with the Safeguarding Vulnerable People policy and Code of Conduct.

Key Working Relationships

The **Multicultural Community Worker** will build relationships with the following:

- MCW team
- School Staff
- Parents and Students
- Community Groups
- Community Organisations
- Volunteers

Knowledge, Skills, and Work Experience

Knowledge	<ul style="list-style-type: none"> • Proficient in using a range of Microsoft Office packages
Skills	<ul style="list-style-type: none"> • Displays personal drive and integrity. • Has strong written and verbal communication skills. • Demonstrated interpersonal and communication skills to liaise effectively with a diverse range of persons, inclusive of community groups and stakeholders. • Empathy and sensitivity to the needs of communities, and other stakeholders. • An ability to be flexible and adaptable to respond to the needs of clients. • Effective problem-solving skills and ability to handle demanding situations and complaints effectively.

<p>Experience</p>	<ul style="list-style-type: none"> • 1 year of experience in a similar role working with refugees or individuals from refugee backgrounds. • Previous casework experience or similar role in the community service sector is desirable. • Knowledge of culturally responsive and trauma informed frameworks to support clients. • Knowledge of the refugee experience. • Demonstrated ability to organise own work, to work independently and as a team member, to maintain confidentiality, and reliability in meeting commitments. • Demonstrated ability to build and sustain positive relationships, providing prompt and professional service to stakeholders, clients and community groups.
<p>Qualifications/Requirements</p>	<ul style="list-style-type: none"> • A Degree, Diploma or approved equivalent qualifications in in Community Services, Social Work, Social Sciences or similar. • National Police Clearance. • Working with Children Check. • Australian Working Rights. • First Aid Certificate. • Drivers licence.