Position Description

Position: Monash Community Strengthening Worker

Location: The position will primarily be located at Oakleigh. At least one day of the week will be positioned at an outpost within the Monash Region. There is some travel associated with the position.

Responsible to: Team Leader, Settlement Services

Authority for Appointment: General Manager, Community Services

Review date: June 2020

Statement of Position
This position description is not prescriptive in nature. It outlines, in a generic sense, the qualities required for the Monash Community Strengthening Worker. It is expected that the employee will be skilful in the current knowledge and practice associated with the position. This position requires a motivated experienced person, who is flexible and has strong interpersonal skills that foster a collaborative approach with all stakeholders.

Position Summary
The primary objective of the position is to engage and empower migrant and refugee families in Monash by addressing identified settlement needs in order to improve their social participation, economic well-being, independence, community connectedness, and overall health and wellbeing.

The Monash Community Strengthening Worker is responsible for the provision and monitoring of high quality community development programs and casework involving migrants and refugees; with a particular focus on women, families and youth.

Award classification: Social Community Home Care and Disability Services Award (SCHCDS), Level 4

Job Status: Part time (up to 20 hours per week), fixed term contract to 30 June 2020

Probationary Period: The position is subject to a 6 month probationary period

Staff Development: There will be several assessments during the first 6 month period and then at least annually thereafter

Driver’s License: Current Victorian Driver’s License is essential and access to a private vehicle

Police Check: MiCare appointments are subject to a police check which does not disclose a criminal record.

WorkSafe Pre-Existing Injury Declaration: Worksafe Pre- Existing Injury Declarations must be completed by all new staff

Medical Assessment: A pre-employment medical assessment may be required

Relationships: Executive Director, Board and General Managers

City of Monash, other councils and government departments, community organisations, employers / businesses, schools and local community networks, Contractors, Stakeholders,
**Responsibilities**

- Build and maintain effective links with migrant and refugee individuals and community groups; with a special focus on those holding Family, Skilled and International Student Visas in the target region.
- Collaborate with key stakeholders including settlement staff, migrant/refugee community groups, key partners, and Councils to facilitate the planning and development of initiatives that respond to community needs and aspirations.
- Coordinate and review the projects/activities undertaken to ensure they align with program requirements and outcomes are being met.
- Actively participate in key service provider networks. Advocate with and on behalf of migrant and refugee community groups with the aim of promoting awareness and understanding of their needs/backgrounds and improving their access to local services, facilities and resources.
- Provide high quality case management/casework; Information, referral and advice, to migrant and refugee community members
- Facilitate referrals to support eligible clients' journey towards improving social participation, economic well-being, independence, personal well-being and community connectedness.
- In collaboration with Team Leader, initiate and facilitate the development of key projects and activities in line with project guidelines and approved work plans to ensure positive client outcomes.
- Oversee the delivery of support programs that develop resilience, life skills and connection to wider social/cultural opportunities which enhance community health and wellbeing.
- **Plan and deliver** activities/events that promote greater community awareness and celebrate the strengths and contributions of newly arrived, asylum seeker and migrant/refugee communities.
- Participate in community consultations and identify issues, needs and barriers of refugee and migrants and provide input into the development of relevant services and programs
- Assist in the preparation of funding submissions and applications relevant to improving access to services
- Collect and maintain all required evidence, group services statistical information and prepare reports as required by funding agreement
- Maintain accurate and detailed client files and records. Maintain confidentiality and privacy of client information and data.
- Ensure mandatory reporting and children safety strategies and confidentiality requirements are met
- Ensure compliance with relevant legislation at all times
- Ensure that the services are provided efficiently and effectively
- Ensure and promote safe work practices, procedures and instructions
- Monitor and report all incidents and hazards as required by organisation and funding bodies
- Other relevant activities as outlined in the work-plan negotiated with the Team Leader

**Key Selection Criteria**

**Qualifications**
- Appropriate Tertiary qualifications in Social Work or other relevant human/social sciences, community development

**Knowledge**
- An understanding of, and commitment to, the needs of newly-arrived migrant and refugee communities.
• Strong familiarity of systemic and structural barriers that migrants and refugees can face in Australia and possible approaches for overcoming these, in particular with regards to the areas of health and wellbeing.

• Knowledge of Case Management Frameworks using a Strengths Based Approach; and Community development and Community Capacity building approaches within the Settlement context.

• A sound understanding of frameworks and practice that work to build gender equity and social cohesion

Skills
• Well-developed community development skills, including the ability to identify and respond to emerging community needs in partnership with other agencies.
• Demonstrated experience in Casework/Case Management; conducting needs assessments, developing and reviewing case plans, providing information, referral, and advice.
• Demonstrated experience supporting clients with complex needs and managing a wide range of client crises (e.g. family violence, homelessness, child protection, acute mental illness etc.) in complex human services environments
• Ability to foster intercultural dialogue / understanding and build social cohesion through program design and delivery.
• Demonstrated experience in engaging and partnering with the community and other agencies to design, deliver, and evaluate community development programs and initiatives, in response to emerging community needs
• Demonstrated experience with organising, promoting and conducting community events, functions and meetings
• High level of project management, report writing and presentation skills including budget management.
• Experience in the preparation and administration of grants, reports, program proposals and acquittals
• Excellent relationship management and communication skills including the ability to develop and maintain collaborative partnerships with diverse individuals, groups and stakeholders
• Ability to explore and identify opportunities for collaborative approaches across programs at MiCare which could improve service delivery and outcomes for community.
• Ability to identify service strengths and possible approaches/opportunities to address gaps.
• The ability to work in a culturally sensitive manner within an ethno-specific environment.
• Ability to work autonomously and with others in a participative and supportive manner
• Sound computer literacy and proficiency in use of Microsoft Office
• Excellent verbal and written communication skills
• Ability to work flexible hours, dependant on work requirements.

Personal Attributes
• A genuine commitment to access and equity principles, multiculturalism and the values of respect, equality and integrity.
• Self-motivated with a positive and professional approach desirable

Desirable
• Lived experience of migration, resettlement, and/or capacity to speak a relevant community language
• Knowledge of key services in the Monash region and surrounding areas.
**Ongoing Education and Development**

It is expected that all MiCare staff will keep their knowledge up to date; to enhance personal skills, comply with contemporary practices, legal responsibilities, departmental requirements and the knowledge to perform her/his duties effectively.

**Teamwork**

It is expected that all MiCare staff will attend and participate in staff meetings and be involved in promoting harmonious work relations with all other employees. As all staff impact on the quality of service provision, it is essential that each member of staff demonstrates willingness and an ability to work as a member of the team.

**Other duties**

Any other duties as required by the Team Leader

**Specific Health and Safety requirements**

- As per MiCare’s Work Health and Safety Policies and Procedures including Fire Safety

**Other related activities**

- Police Check and Working with Children’s Check
- Current driver’s licence, willingness to drive and travel and work between work locations
- MiCare has a non-smoking policy on all worksites