**BENDIGO COMMUNITY HEALTH SERVICES**

**POSITION TITLE:  CULTURAL DIVERSITY PROJECT WORKER**

<table>
<thead>
<tr>
<th>Name:</th>
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<tbody>
<tr>
<td>Position number:</td>
<td>(allocated by HR)</td>
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<tr>
<td>Award/Agreement:</td>
<td>Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017</td>
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<tr>
<td>Classification:</td>
<td>Social and Community Services Employee - Level 5</td>
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<tr>
<td>Site:</td>
<td>Central however the position may work from any Bendigo based BCHS site as negotiated</td>
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<tr>
<td>Hours per fortnight:</td>
<td>30.4 hours per fortnight</td>
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<tr>
<td>Tenure:</td>
<td>Ongoing (subject to funding)</td>
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<tr>
<td>Position description developed:</td>
<td>August 2019</td>
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<tr>
<td>Responsible to:</td>
<td>Team Manager - Cultural Diversity and Relationships</td>
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**Our Vision**
Better Health and wellbeing across generations.

**Our Mission**
Working hand in hand with our community to achieve healthier lives.

**Our Values**
- **Respect**
  We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
  We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
  We are authentic, accountable and we honour our obligations.
- **Innovation**
  Through continuous learning, we ensure an agile, responsive and sustainable service.

**Strategic Directions**
1. **Programs for Equity**
   Commitment to achieving equitable health and wellbeing.
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2. Consumer and Community Centred Organisation
   Understand and respond to community needs and consumer's lived experience.

3. Quality, Safety and Consumer Experience
   Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability
   Sustainable for purpose organisation.

Position Role
Bendigo has experienced a rapid growth in refugee and skilled migrant arrivals over the past eleven years. Bendigo Community Health Services has managed a suite of refugee settlement services for over nine years as well as leading the refugee settlement network. Key target groups include the Karen, Afghan and South Sudanese communities.

The focus of this position is to build health and service literacy for the new and emerging refugee population while enhancing community self-reliance. This is achieved through the utilisation of good public health practice that aligns with the principles of the Ottawa Charter. The Project Worker will respond to unmet community needs that are identified through stakeholder consultation and close collaboration with refugee settlement programs. The role will seek and develop opportunities to build mainstream services capacity to provide responsive and inclusive services to Bendigo's culturally diverse community.

A current area of focus is the reporting by health providers that due to the growing number of arrivals for refugee settlement there is increased rates of preventable morbidity and mortality within the refugee community of Greater Bendigo.

The Improving Health Outcomes for Refugee Communities in Greater Bendigo project will scope barriers and enablers for refugee communities accessing health services across the region. The project will explore and document these issues, develop shared methodologies to address issues and produce a report recommending a shared, multifaceted, place-based approach for stakeholders. The project will involve a Project Coordinator, Bi-Cultural Workers and will be supported by a Steering Committee. Bendigo Community Health Services Settlement Services Program staff will provide additional insight and linkage to the community.

The position will:

- Engage Bi-Cultural Workers.
- Identify and engage key community groups and stakeholders for consultation.
- Identify key models and current documents of intelligence to inform the project.
- Develop the evaluation framework.

Position Responsibilities
The responsibilities of the position are:

- Identify the individual and community enablers and barriers to optimal settlement.
- Identify the health, service literacy knowledge gaps of people of refugee background.
- Identify service organisations’ enablers and barriers to providing culturally sensitive mainstream services.
- Work with Bi-Cultural Workers to capture community consultations.
- Review culturally sensitive service models internationally and within Australia to inform best practice in settlement outcomes.
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• Develop project recommendations to improve health and wellbeing outcomes for the refugee community.

The Role of the Team
The role of the Cultural Diversity and Relationships team is to enhance community awareness and foster inclusion of existing and new refugee communities. This is done through the creation or enhancement of relevant relationships to develop community collaboration opportunities and includes building health literacy to ensure optimal and harmonious settlement.

The Cultural Diversity and Relationships team work alongside teams who deliver both primary refugee support models, Humanitarian Settlement Program and Settlement Engagement and Transition Support - Client Services. Bendigo Community Health Services provide a holistic approach to this emerging community with a strong focus on identifying and addressing community needs.

Key Selection Criteria

Essential

1. A qualification in Public, Community Health or Community Development and a minimum of three to five years’ experience in the field.
2. Demonstrated experience in project management and evaluation.
3. Demonstrated experience in community engagement and advocacy.
4. Current experience in and understanding of working with those of refugee and migrant backgrounds and the impacts on optimal settlement, determinants of health risk and protective factors related to optimal settlement.
5. Demonstrated understanding of the key factors that undermine social cohesion, civic participation and self-reliance.
6. An understanding of the Ottawa Charter Framework as it relates to good public health practice.
7. The ability to build and develop positive relationships with a variety of stakeholders and partners.
8. Demonstrate an understanding of safety and risk management issues related to the key areas of program delivery and practice.
9. Demonstrated and highly developed report writing skills.
10. Ability to demonstrate and display the values of Bendigo Community Health Services with a strong commitment to the values of equity and human rights.
11. A current Working with Children Check.
12. A current Driver’s Licence

Desirable

1. Intermediate skills in Microsoft Office

Probationary Period
Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.
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Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:
Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth
- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:
High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers
- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:
Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.
- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:
Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.
- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:
Demonstrate achievement of negotiated performance indicators specific to your position.
- Participate in meetings, reports and general feedback as required.
- Adhere to project timelines and milestones.
- Participate in supervision and professional development as negotiated with the line manager.
- Demonstrated the identification and engagement of key community groups and stakeholders for consultation.
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Diversity and Culture:
BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:
BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure ALL children reach their individual potential.

Other Essential Requirements
Staff will:
• Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
• Sign the pre-existing Injury/Disease Declaration.
• Present a copy of your original professional qualifications document or registration (if required).
• Receive and comply with the BCHS Code of Conduct.
• Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”
Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information
• BCHS is an Equal Opportunity Employer.
• All BCHS sites are smoke free workplaces.
• BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
• BCHS has a commitment to environmental sustainability.

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Approved: Gerard José
Chief Executive Officer

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Agreed: Cultural Diversity Project Worker