



metro assist

POSITION DESCRIPTION

Position Title	Settlement and Employment Facilitator
Employment Status	Part Time Fixed Term (21 hours p/wk)
SCHCADS Award	SCHCADS Award Level 4
Reporting to	Manager Settlement and Employment Programs
Directly Supervising	Volunteers and Student Placements
Work Area	Canterbury-Bankstown and Inner West LGA
Office location	Campsie and other sites as required
Outreach Locations	Ashfield
Date Prepared	December 2020
Employment Conditions	Position is subject to a Working With Children Check and National Police Check

Position Summary

The Settlement and Employment Facilitator position works across two main programs Metro Assist is funded to deliver as a sub-contractor to SSI: the ParentsNext program and the Settlement Engagement and Transition Support (SETS) program.

The ParentsNext program aims to support parents with young children to become job ready. The position is responsible for undertaking assessment and casework with the client, identifying barriers to employment, and actively working with the client and with services providers to address these employment barriers. The role is required to strictly follow processes and achieve KPIs for the ParentsNext program.

SETS program aims to assist newly arrived migrants and refugees to become self-reliant, participate fully in the broader community. The Settlement and Employment Facilitator will work in collaboration with team members in the Settlement and Employment Team to implement activities that target eligible SETS target groups with a focus on the Chinese community in the Canterbury-Bankstown and Inner West areas.

This will be achieved through casework, referrals and group information and education sessions. Community development will be facilitated by assisting community groups to organise, identify needs and plan services to assist their settlement. The project will work in partnership with mainstream service providers to improve client access to these services.

The Settlement and Employment Facilitator must adhere to both the SETS, ParentsNext and Metro Assist reporting requirements – and must remain informed of any program, policy, legislative and service changes as they develop.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> • Has a comprehensive knowledge of the Centre’s vision, mission and values; and its application within the community context. • Has a comprehensive knowledge of the Service’s values, ethos and strategic/work plan. • Detailed working knowledge of other relevant teams and other functions within the organisation. 	<ul style="list-style-type: none"> - Understands and articulates significance of Centre’s Vision, Mission and Values. - Understands, articulates and applies the Service’s values, ethos and strategic plan to client services; representation at/to external agencies including Settlement Working Parties and Forums. - Understands and articulates the significance of the ParentsNext and SETS program. - Feedback from client surveys and stakeholders. - Adheres to identified targets in program workplans. 	<p>Not applicable</p>
<p>Practices / Safety / Standards</p>	<ul style="list-style-type: none"> • Adheres to Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WHS) and relevant standards. Adopts a professional approach to practice including: client representation, financial reporting. • Adheres to SETS guidelines and DSS/SSI policies and standards. • Adheres to ParentsNext compliance policies and service guidelines • Has an understanding of the Service’s standards in relation to client representation 	<ul style="list-style-type: none"> - Is conversant with Centre’s procedures, Codes of Conduct and relevant legislation and safe work practices. - Can effectively apply the Centre’s policies and procedures in relation to safety and standards in both the Centre’s workplaces and outreach workplaces located in external agencies. - Participates in risk assessments and WHS training and activities. - Effectively applies program guidelines and 	

	<p>and conflict of interest.</p> <ul style="list-style-type: none"> • Complies with Metro Assist information security policy, standards, plan and procedures relevant to settlement and employment service area. • Ensures the security and protection of information assets under the custody. 	<p>work practices.</p> <ul style="list-style-type: none"> - Feedback from clients and stakeholders. - Attendance to security awareness training and prompt follow up on ISM improvement instructions. - Reports and responds to any suspected or actual security breaches. 	
<p>Leadership/Teamwork</p>	<ul style="list-style-type: none"> • Able to work with minimal supervision and escalates issues as appropriate. • Works collaboratively across Settlement and Employment Team, other Metro Assist staff and with SSI colleagues. • Provides guidance to volunteers/students on work placements where appropriate • Able to independently monitor and amend their own schedule in response to their workload demands; and in response to team workload demands. • Demonstrates to other team members a high level of motivation and sustained discipline to provide a high level care and/or support for clients with a variety of complex requirements. • Understands the techniques of conflict resolution within the work environment. 	<ul style="list-style-type: none"> - Actively participates in discussions within the Service on casework issues relevant to settlement and women matters. - Adheres to timeframes identified in workplans. - Makes effective referrals to other areas and programs. - Demonstrates initiative and participates in the development of Service submissions/responses to settlement issues and working parties. - Feedback from team members and supervisor. - Demonstrates initiative and participates in team problem-solving. - Works collaboratively with colleagues 	

		across the organisation to raise awareness of the programs	
Continuous Improvement	<ul style="list-style-type: none"> • Has an understanding of the elements of continuous improvement in relation to provision of settlement services to newly arrived migrants and refugees; including why the process is undertaken; how information and data is gathered and assessed; and how continuous improvement is applied. • Participates and contributes to the development of innovative approaches to client service delivery. • Independently applies new approaches to client service delivery and monitor and record the impact on service delivery. • Resolves problems in relation to client service delivery and foresees the consequences in relation to service delivery. 	<ul style="list-style-type: none"> - Identifies and recommends changes to procedures, protocols and work systems, both internally and across relevant external services. - Participates in service reviews, development and planning functions. - Actively participates in team casework meetings. - Contributes to discussions around program knowledge, trends and best-practices. - Attends training and conference and provides feedback to the Team. - Feedback from staff and stakeholders. 	
Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Effectively and positively engages with other staff of the Service; other Teams within the Centre and with external agencies, using a range of communication techniques including correspondence and use of electronic systems, in addition to inquiries. • Demonstrate a capacity to represent the Service and Centre in a range of forums, 	<ul style="list-style-type: none"> - Communicates effectively and in a timely manner with clients, internal and external stakeholders, and respects confidentiality. - Communicate effectively through a range of media, including written, oral and electronic systems. - Is able to research and collate relevant 	

	<p>external agencies, Interagencies; and working parties.</p> <ul style="list-style-type: none"> • Demonstrate a capacity to build and maintain a network of contacts within the Centre; Settlement, Migrant and Refugee Network and external agencies and effectively collaborate with those agencies to assist with resolving client issues. • Deals with emerging crises and seeks more experienced support where necessary. • Able to resolve conflict with assistance. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<p>information and prepare or contribute to reports.</p> <ul style="list-style-type: none"> - Is aware of organisational protocols relating to conflict resolution. - Effectively uses existing Networks to initiate and engage in discussions relevant to settlement and refugee issues. - Is able to show empathy and use assertive and listening skills while dealing with clients and staff. - Maintains a respectful and professional approach towards positive relationship with stakeholders, staff and clients. - Feedback from internal and external stakeholders. - Client feedback, complaints and retention rates. 	
<p>Experiences/Qualifications/Professional Development</p>	<ul style="list-style-type: none"> • 4 year degree with little experience, or Higher Diploma/Associate degree or 3 year degree or equivalent knowledge - combined with typically 2 years experience. <p>or</p> <ul style="list-style-type: none"> • Certificate IV in relevant studies, or equivalent knowledge and experience at level of very skilled team member. Is capable across the full 	<ul style="list-style-type: none"> - Presents qualifications and experience as part of the recruitment process. 	

	range of competencies required at this level of work.		
FUNCTIONAL RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Client Services	<ul style="list-style-type: none"> • Understands the principles of person-centred service delivery and the principles underlying ParentsNext and SETS programs. • Understands that the Service provides advice to a range of clients with complex needs; and has a comprehensive understanding of the needs of those from culturally diverse and indigenous backgrounds, disabilities and low levels of literacy. • Understands that the Service provides advice to clients presenting with a variety of circumstances, and in some instances may require multiple service delivery methods. • Able to understand and assess barriers and needs around ParentsNext participants and provide continuous support and mentoring to clients 	<ul style="list-style-type: none"> - Able to deliver services and meet all performance KPIs of ParentsNext - Develops effective employment pathway plans based on the goals and needs of the client. - Can provide information, advice and/or referral on settlement and community capacity building issues in accordance with the principles of plain English. - Uses good listening skills to ensure that the needs of the client are identified as part of the advice provided. - Ensures that the service is accessible and provides a safe and friendly environment to clients. - Has a working knowledge of complex 	

	<ul style="list-style-type: none"> • Able to provide referrals to other services as appropriate. • Assists the Service to maintain a list of alternate service providers, including both legal and community welfare. • Ensures clients have access to the Service's and Centre's complaint processes. 	<p>clients needs and utilises appropriate tools and protocols to assist in delivery of services such as interpreting services and disability support arrangements.</p> <ul style="list-style-type: none"> - Makes appropriate and effective referrals to internal and external services and programs. - Adheres to relevant policies and guidelines relating to clients consent, and authorities to act. - Makes appropriate judgement on client intake and eligibility. - Feedback from clients and stakeholders. 	
<p>Case work/Case Management</p>	<ul style="list-style-type: none"> • Develops professional competence in the provision of advice on settlement issues to new migrants and refugees and other workers in relation to telephone advice and face-to-face advice as needed. • Understands and maintains an up to date knowledge of legislation and government policies relevant to the settlement of new migrants and refugees. • Understands the different forms of advice provided by the Service, and what assistance is appropriate to that form in relation to - telephone information and advice; duty advocacy; and extended casework. 	<ul style="list-style-type: none"> - Provides telephone advice as required in accordance with the Service's telephone roster. - Completes all essential training provided by SSI and funding body. - Regularly views and participates in team casework discussions - Attends Settlement related Network meetings and other forums as and when necessary. - Maintains a folio of appropriate resource material to be provided to clients. 	

	<ul style="list-style-type: none"> • Able to identify appropriate cases where casework assistance can be provided in accordance with the Service’s policies on extended assistance. • Develops professional competence when advocating for client needs and/or pursuing formal complaint with government bodies on behalf of clients. 	<ul style="list-style-type: none"> - Discusses case allocation and caseload with Team Leader and executes the role with competence. - Provides timely reports to team leader as requested. - Feedback from clients and stakeholders. 	
<p>Data Management and Reporting</p>	<ul style="list-style-type: none"> • Has a thorough working knowledge of CiviCRM/CDS system and database. • Has a thorough working knowledge of ESS Web • Has a thorough understanding of the need for record keeping and filing systems. • Report to Manager Settlement Employment Services day-to-day and through regular supervision sessions • Completion of other program specific reporting requirements • Complies with Metro Assist’s information security policy and requirements at all times. 	<ul style="list-style-type: none"> - Enters client information onto the CiviCRM database on a weekly basis. - Maintain an update ParentsNext participate record on a daily basis - Maintains a diary for client appointments. - Opens and maintains client files in accordance with the Service’s policies on client files and record keeping. - Contributes information and data for reports to the Metro Assist Board. - Feedback from clients and stakeholders. - Ensures that client data is protected and their confidentiality maintained. - Ensures compliance with information security policy, undertakes risk 	

		assessment of information assets, sets up security controls and monitors Information security performance within the program operation area.	
Policy and Law Reform	<ul style="list-style-type: none"> • Has an understanding of law and policy reform processes adopted by governments. 	<ul style="list-style-type: none"> - Contributes to law and policy reform responses by the Centre. - Is able to identify appropriate cases studies to the development of responses to law and policy reform through the Centre, and relevant Networks. - Assists in appropriate research and preparation of submissions. - Attends and participates relevant meetings. Contributes to the organisation's body of knowledge relating to their program and practices. - Feedback from clients and stakeholders. 	
Community Education	<ul style="list-style-type: none"> • Understands the value of community education as both intervention and capacity building for clients and other community organisations. 	<ul style="list-style-type: none"> - Actively participates in team meetings to identify priorities and planning for community education. - Actively participates in the development of community education resources as required by the Organisation. - Deliver community education sessions as requested by the Centre. 	

		<ul style="list-style-type: none"> - Actively participate in community information sessions as requested by the Centre. - Feedback from clients and stakeholders. 	
Compliance/Reports	<ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. • Assists with the implementation of new/amended compliance and reporting requirements. 	<ul style="list-style-type: none"> - Provides timely and accurate reports, case notes and data to Team Leader and to the Funding body. - Informs Team Leader and colleagues of issues as they arise and/or during supervision sessions. - Is conversant with, and adapts quickly to program and operational changes. - Feedback from staff, funding body and other stakeholders. 	
Business Communications	<ul style="list-style-type: none"> • Prepares short reports and accurate case notes. • Liaises and participates in discussions with staff and external agencies at all levels. • Deals with routine correspondence from outside centres. • Acts as minute secretary at meetings. 	<ul style="list-style-type: none"> - Responds in a timely and efficient manner to emails, memos and correspondence. - Shares information with team members and other staff, and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters). - Is able to write and maintain minutes of meetings. - Feedback from staff and stakeholders. 	

Problem Solving/Innovation	<ul style="list-style-type: none"> Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory. 	<ul style="list-style-type: none"> Engage in planning with staff, Team Leader, Area Manager and other services to address barriers to client access with the aim of strengthening services. 	
Administration	<ul style="list-style-type: none"> Prepare payment requisitions related to the program. Other administration tasks that the program may require 	<ul style="list-style-type: none"> Accurate and timely completion of program administrative requirements 	
<u>Special Projects/Tasks</u>	As and when required by [Executive Officer/Manager/Team Leader]		

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO March 2021

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____