



metro assist

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Settlement Engagement and Transition Support (SETS) – Lakemba Generalist Worker</b>
<b>Employment Status</b>	Part Time Fixed Term (21 hours p/wk)
<b>SCHCADS Award</b>	SCHCADS Award Level 4
<b>Reporting to</b>	Settlement Services Manager
<b>Directly Supervising</b>	Volunteers and Student Placements
<b>Work Area</b>	Predominantly Canterbury-Bankstown
<b>Office location</b>	Lakemba (ECRC) Emerging Communities Resource Centre, and other sites as required
<b>Outreach Locations</b>	Punchbowl and other locations in the Canterbury Bankstown areas
<b>Date Prepared</b>	
<b>Employment Conditions</b>	Position is subject to a Working With Children Check and National Police Check

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### Position Summary

The Project aims to assist clients to become self-reliant, participate fully in the broader community and SETS eligible clients from Small and Emerging Communities, but not limited to them. The Canterbury Small and Emerging communities include, Bangladeshi Women, Burmese Rohigya community, Sudanese Youth, Sierra Leone Women, Sierra Leone youths, Somali community and Northern African communities. The Project will work in collaboration with other projects in the Settlement engagement and transition Support (SETS) Team to implement activities that will target Small and Emerging Community groups as well as the general SETS groups in the Canterbury-Bankstown areas.

This will be achieved through casework, referrals and group information 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 Engagement and Transition Support (SETS) –Lakemba Generalist Worker must adhere to both the SETS and Metro Assist reporting requirements – and must remain informed of any program, policy, legislative and service changes as they develop.

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## KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p><b>Vision, Mission and Values</b></p>	<ul style="list-style-type: none"> <li>• Has a comprehensive knowledge of the Centre’s vision, mission and values; and its application within the community context.</li> <li>• Has a comprehensive knowledge of the Service’s values, ethos and strategic/work plan.</li> <li>• Detailed working knowledge of other relevant teams and other functions within the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>- Understands and articulates significance of Centre’s Vision, Mission and Values.</li> <li>- 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.</li> <li>- Makes effective referrals to others areas and programs.</li> <li>- Feedback from client surveys and stakeholders.</li> <li>- Adheres to identified targets in program workplans.</li> </ul>	<p><b>Not applicable</b></p>
<p><b>Practices / Safety / Standards</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Adheres to SETS guidelines and DSS/SSI policies and standards.</li> <li>• Has an understanding of the Service’s standards in relation to client representation and conflict of interest.</li> </ul>	<ul style="list-style-type: none"> <li>- Is conversant with Centre’s procedures, Codes of Conduct and relevant legislation and safe work practices.</li> <li>- 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.</li> <li>- Participates in risk assessments and WHS training and activities.</li> <li>- Effectively applies program guidelines and</li> </ul>	

		<p>work practices.</p> <ul style="list-style-type: none"> <li>- Feedback from clients and stakeholders.</li> </ul>	
<b>Leadership/Teamwork</b>	<ul style="list-style-type: none"> <li>• Able to independently monitor and amend their own schedule in response to their workload demands; and in response to team workload demands.</li> <li>• 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.</li> <li>• Understands the techniques of conflict resolution within the work environment.</li> </ul>	<ul style="list-style-type: none"> <li>- Actively participates in discussions within the Service on casework issues relevant to settlement and women matters.</li> <li>- Adheres to timeframes identified in workplans.</li> <li>- Demonstrates initiative and participates in the development of Service submissions/responses to settlement issues and working parties.</li> <li>- Feedback from team members and supervisor.</li> <li>- Demonstrates initiative and participates in team problem-solving.</li> <li>- Adopts a collegiate approach to complex cases and work management.</li> </ul>	
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>- Identifies and recommends changes to procedures, protocols and work systems, both internally and across relevant external services.</li> <li>- Participates in service reviews, development and planning functions.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Participates and contributes to the development of innovative approaches to client service delivery.</li> <li>• Independently applies new approaches to client service delivery and monitor and record the impact on service delivery.</li> <li>• Resolves problems in relation to client service delivery and foresees the consequences in relation to service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>- Actively participates in team casework meetings.</li> <li>- Contributes to discussions around program knowledge, trends and best-practices.</li> <li>- Attends training and conference and provides feedback to the Team.</li> <li>- Feedback from staff and stakeholders.</li> </ul>	
<p><b>Interpersonal Skills and Communication</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Demonstrate a capacity to represent the Service and Centre in a range of forums, external agencies, Interagencies; and working parties.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>- Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality.</li> <li>- Communicate effectively through a range of media, including written, oral and electronic systems.</li> <li>- Is able to research and collate relevant information and prepare or contribute to reports.</li> <li>- Is aware of organisational protocols relating to conflict resolution.</li> <li>- Effectively uses existing Networks to initiate and engage in discussions relevant to settlement and refugee issues.</li> <li>- Feedback from internal and external stakeholders.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Client feedback, complaints and retention rates.</li> </ul>	
<b>Experiences/Qualifications/Professional Development</b>	<ul style="list-style-type: none"> <li>• 4 year degree with little experience, or Higher Diploma/Associate degree or 3 year degree or equivalent knowledge - combined with typically 2 years experience.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Certificate IV in relevant studies, or equivalent knowledge and experience at level of very skilled team member. Is capable across the full range of competencies required at this level of work.</li> </ul>	<ul style="list-style-type: none"> <li>- Presents qualifications and experience as part of the recruitment process.</li> </ul>	
<b>FUNCTIONAL RESPONSIBILITIES</b>	<b>ROLE REQUIREMENTS</b>	<b>KEY PERFORMANCE INDICATORS (KPI)</b>	<b>WEIGHTING</b>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Understands that services are delivered to clients in accordance with client-focus principles.</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>- Can provide information, advice and/or referral on settlement and community capacity building issues in accordance with the principles of plain English.</li> <li>- Uses good listening skills to ensure that the needs of the client are identified as part of the advice provided.</li> </ul>	

	<p>literacy.</p> <ul style="list-style-type: none"> <li>• Understands that the Service provides advice to clients presenting with a variety of easy to, and in some instances may require multiple service delivery methods.</li> <li>• Able to provide referrals to other services as appropriate.</li> <li>• Assists the Service to maintain a list of alternate service providers, including both legal and community welfare.</li> <li>• Ensures clients have access to the Service's and Centre's complaint processes.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures that the service is accessible and provides a safe and friendly environment to clients.</li> <li>- Has a working knowledge of complex clients needs and utilises appropriate tools and protocols to assist in delivery of services such as TIS and disability support arrangements.</li> <li>- Makes appropriate and effective referrals to internal and external services and programs.</li> <li>- Adheres to relevant policies and guidelines relating to clients consent, and authorities to act.</li> <li>- Makes appropriate judgement on client intake and eligibility.</li> <li>- Feedback from clients and stakeholders.</li> </ul>	
<p><b>Case work/Case Management</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Understands and maintains an up to date knowledge of legislation and government policies relevant to the settlement of new migrants and refugees.</li> </ul>	<ul style="list-style-type: none"> <li>- Provides telephone advice as required in accordance with the Service's telephone roster.</li> <li>- Completes all essential training provided by DIAC.</li> <li>- Attends training sessions offered by DIAC and other registered training bodies as and when required.</li> </ul>	

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Able to identify appropriate cases where casework assistance can be provided in accordance with the Service's policies on extended assistance.</li> <li>• Develops professional competence when advocating for client needs and/or pursuing formal complaint with government bodies on behalf of clients.</li> </ul>	<ul style="list-style-type: none"> <li>- Regularly views and participates in casework discussions and SGP Team Meetings.</li> <li>- Attends Settlement related Network meetings and other forums as and when necessary.</li> <li>- Maintains a folio of appropriate resource material to be provided to clients.</li> <li>- Discusses case allocation and caseload with Team Leader and executes the role with competence.</li> <li>- Provides timely reports to team leader as requested.</li> <li>- Feedback from clients and stakeholders.</li> </ul>	
<p><b>Record Management</b></p>	<ul style="list-style-type: none"> <li>• Has a thorough working knowledge of CiviCRM/CDS system and database.</li> <li>• Has a thorough understanding of the need for record keeping and filing systems.</li> </ul>	<ul style="list-style-type: none"> <li>- Enters client information onto the CiviCRM database on a weekly basis.</li> <li>- Maintains an organized record of incoming and outgoing mail.</li> <li>- Maintains a diary for client appointments.</li> <li>- Opens and maintains client files in accordance with the Service's policies on client files and record keeping.</li> <li>- Feedback from clients and stakeholders.</li> </ul>	

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

<b>Compliance/Reports</b>	<ul style="list-style-type: none"> <li>• Adheres to compliance and reporting requirements.</li> <li>• Assists with the implementation of new/amended compliance and reporting requirements.</li> </ul>	<ul style="list-style-type: none"> <li>- Provides timely and accurate reports, case notes and data to Team Leader and to the Funding body.</li> <li>- Informs Team Leader and colleagues of issues as they arise and/or during supervision sessions.</li> <li>- Is conversant with, and adapts quickly to program and operational changes.</li> <li>- Feedback from staff, funding body and other stakeholders.</li> </ul>	
<b>Business Communications</b>	<ul style="list-style-type: none"> <li>• Prepares short reports and accurate case notes.</li> <li>• Liaises and participates in discussions with staff and external agencies at all levels.</li> <li>• Deals with routine correspondence from outside centres.</li> <li>• Acts as minute secretary at meetings.</li> </ul>	<ul style="list-style-type: none"> <li>- Responds in a timely and efficient manner to emails, memos and correspondence.</li> <li>- 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).</li> <li>- Is able to write and maintain minutes of meetings.</li> <li>- Feedback from staff and stakeholders.</li> </ul>	
<b>Problem Solving/Innovation</b>	<ul style="list-style-type: none"> <li>• Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory.</li> </ul>	<ul style="list-style-type: none"> <li>- Engage in planning with staff, Team Leader, Area Manager and other services to address barriers to client access with the aim of strengthening services.</li> </ul>	
<b><u>Special Projects/Tasks</u></b>	<b>As and when required by [Executive Officer/Manager/Team Leader]</b>		

### **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 July 2019

### **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: \_\_\_\_\_

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