POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Navigator	Department	MSP
Location	Albury, Griffith, Wagga Wagga, Canberra & Wollongong	Direct/Indirect Reports	up to 30 indirect
Reports to	Regional Manager	Date Revised	13.08.2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	**Job Evaluation No:**	

■ Position Summary

Australian Red Cross' Migration Support Programs (MSP) work to assist refugees and people seeking asylum to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their migration journey; from arrival in Australia, settling into community life, accessing essential services and supports for self and family members and the changes and transitions that occur socially, economically and culturally. Our programs include Humanitarian Settlement, Support for Trafficked and Exploited People, Restoring Family Links, Community Living for Refugees with Mental Health Needs, Social, Economic Inclusion, and Participation.

The Community Navigator Role works with individuals and communities to develop effective networks and linkages to support refugees and others vulnerable in migration to access information and assistance about the community in which they live, so that they can establish meaningful livelihoods. These positions are locality based in Albury, Griffith, Wagga Wagga, Canberra and Wollongong and support surrounding communities as appropriate.

They do this by:

- Supporting local settlement communities and their leaders to engage and support primary settlement via the Humanitarian Settlement Program and other Red Cross initiatives.

- Engaging and supporting volunteers from local communities and civil society organisations to work collaboratively with clients and other MSP program staff to orientate to their neighbourhood and community, and Australian society in general.

- Coordinating with other Red Cross MSP staff and programs to educate clients and community members about accessing service systems and supports as part of their settlement journey.

- Working collaboratively with other organisations and to enable civic, economic and community participation for migrants in transition through Community Conversations and other community events and cultural activities.

■ Position Responsibilities

Key Responsibilities

(Below are examples only.)

▪ Developing and maintaining community orientation resources for settlement and coordinating regular orientation activities for newly arrived clients in the community with bilingual staff, including securing specialist speakers.

Position description

Template authorised by: Janice Murphy, National Recruitment Manager

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- Recruiting, training and matching of volunteers with clients and their case managers and support workers.
- Maintain accurate records of volunteers and orientation programs within the relevant Red Cross information systems and in accordance to the HSP guidelines.
- Establishing a knowledge base of key services, organisations and opportunities to collaborate so as to enhance settlement for clients and communities
- Advance client attainment of orientation goals through innovation and building clients into the design process of projects and community development initiatives.
- In consultation with the Manager and team, continually identify and implement strategies to improve services in line with the Red Cross Strategic Direction and best practice principles
- Working in collaboration with the Manager, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints

■ Position Selection Criteria

Technical Competencies

- Experience and understanding of community development and/or social project management and/or community education programs
- Experience working in cross cultural and linguistically diverse backgrounds, especially in a context of humanitarian migration.
- Experience managing and supporting volunteers in any relevant community context.
- Experience in establishing and maintaining effective working relationships with stakeholders at all levels
- Highly developed written and verbal communication including demonstrated proficiency in Word, Excel, Outlook and database applications.
- Proven capacity to be adaptive and resilient and to work independently in a self directed manner, and also as a member of a team.
- Proven organisational and time management skills and ability to work to tight timeframes

Qualifications/Licenses

(These are the specific qualifications and licenses required for the role. Please note whether they are desired or essential. Below are examples only)

- A Degree/Diploma or Vocational Certification in Community Development, Adult Education or equivalent from a recognised and verifiable educational institution.
- An Australian Drivers Licence
- A Working with Children Check is a mandatory requirement for this role

Behavioural Capabilities

(Please select **3-5** of the following capabilities)

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.

- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness |Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters