

POSITION DESCRIPTION – TEAM MEMBER

Position Title	HSP Bilingual Support Worker	Department	MSP
Location	Canberra	Direct/Indirect Reports	N/A
Reports to	HSP Team Leader	Date Revised	July 2017

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national and local programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

The Bilingual Support Worker is responsible for the provision of information, education and practical support services to HSP clients referred by DSS through a client services environment. This role is also responsible and accountable for maintaining client data and various administrative tasks arising from the HSP operations.

■ Position Responsibilities

Key Responsibilities

- Review DSS client referrals and client/case documentation and check for accuracy and completeness.
- Assist with the provision of general information to clients such as Red Cross contact details, Emergency numbers, Welcome Kit and appointment for initial needs assessment, care plan development and others.
- Provide assistance to clients with service registrations, such as but not limited to, Medicare, bank accounts, Centrelink, Healthcare services, Migrant Resource Centres and community services.
- Accountable for accurate and up to date data including updating all relevant databases.
- Provide administrative assistance to HSP team, including uploading documents to databases and ensuring relevant administrative paperwork are submitted within timelines and operational framework.
- Provide logistical coordination and assistance with the delivery of group orientation sessions.
- Arrange other immediate services or appointments on advice from Case Manager or Team Leader.
- Provide access to general information and education relevant to activities of daily living, including housing, locally available services provided by other agencies, public transport, children's playgrounds, places of worship etc.
- Triage and mentoring to clients who appear to be struggling to reach settlement milestones; referrals to Case Managers as needed.

- Provide administrative support to other areas and other team members as required, including MSP Hub.
- Assist with client airport pick up and transport to accommodation – liaison with volunteers.
- Assist with state/territory audits and training conducted.
- Liaise with Property Subcontractors so that they have good knowledge of client's needs and take initial action if it becomes evident that tenancy problems of some sort exist for a client.
- Assist in projects as required.
- Other general responsibilities within the scope of this role.
- At times work will be required to be undertaken out of business hours in response to service requirements and time in lieu will be negotiated according to Red Cross policy.

■ Position Selection Criteria

Technical Competencies

- Highly developed communication and interpersonal skills.
- Excellent records management and general office administration.
- Fluency in languages of contemporary humanitarian entrants is essential for this role.
- Understanding of the refugee and asylum seeker sector and service needs of relevant clients.
- Experience in community services and clients from cultural and linguistically diverse backgrounds.
- Experience dealing with private rental sector and community housing sector.
- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role.
- A current Drivers Licence is a mandatory requirement for this role.

Behavioural 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 | 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.
- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.

■ 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 Code of Conduct 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 3 years thereafter. Police check renewals may be required earlier than 3 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