



Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

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

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Bilingual Support Worker	Department	Migration Support Program (MSP)
Location	Various	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	June 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	3	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC0069275

Position Summary

The Bilingual Support Worker is responsible for the provision of information, education, and practical support services to the Humanitarian Support Program (HSP) clients referred by The Department of Home Affairs 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 Duties

Key responsibilities/accountabilities

- Review 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, Settlement Engagement and Transition Support providers and other 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 Housing Officers so that they have good knowledge of client's needs and take initial action if it becomes evident that tenancy problems of some sorts 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.

Key relationships

- Clients, staff, members, and volunteers
- Internal departments such as State and National Migration Support Program teams
- Civil society organisations, faith-based communities and Commonwealth Department of Home Affairs,
- Services Australia and Local Public Health and Primary Health providers
- Territory and State Government at local levels including police, health services and emergency services

Person Requirements

Key Behavioural and Technical Capabilities

- 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.
- 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.

Experience

- Experience in community services and working with clients from cultural and linguistically diverse backgrounds.
- Experience dealing with private rental sector and community housing sector is desirable.

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
A clearance to work with vulnerable people	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	Yes
Police check	Yes - every 5 years
Evidence of up to date* vaccination against COVID-19	Yes

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.

**As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*