

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Arrivals Bilingual Support Worker – HSP (Casual)	Department	Migration Support Program
Location	State based	Direct/Indirect Reports	N/A
Reports to	Team Leader – HSP	Date Revised	November 2018
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 3		

### ■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition 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 circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact. Key to our work is the integration of human centred design principles along with locally sourced insights.

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 Casual Arrivals Bilingual Support Worker is responsible for welcoming clients at the airport and escorting them safely to their short term accommodation, usually outside of the ordinary span of hours (6am – 10 pm).

### ■ Position Responsibilities

#### Key Responsibilities

- Liaising with the intake and allocation officer on coordination of client pre-arrival and arrival needs and requirements
- Welcoming clients at the airport during pick up
- Accompanying clients safely to accommodation and conducting an initial induction to property
- Facilitating immediate medical attention to clients who arrive with identified critical medical needs

- 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.
- Liaise with Case Managers on matters affecting clients during their arrival and immediate settlement to accommodation
- Liaise with volunteers to coordinate settling clients to accommodation
- Ensure safety of transporting all clients, especially children
- 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
- Actively contribute to a positive work environment

## ■ Position Selection Criteria

### Technical Competencies

- Highly developed communication and interpersonal skills.
- 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.
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds.
- 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.
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.

### 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 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 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