

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Bicultural Community Health Worker (casual)	Department	Migration support Programs (MSP)
Location	Launceston	Direct/Indirect Reports	Nil
Reports to	Team Leader Bi-Cultural Community Health Program	Date Revised	September 2012

■ 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

Casual Bi-Cultural Community Health Workers are employed by the Bi-Cultural Community Health Program (BCHP) to assist newly arrived individuals, groups and communities of culturally and linguistically diverse backgrounds (especially those from refugee backgrounds), to better understand and independently access the health system. They also assist in minimising the risk of harmful traditional health practices occurring and providing training to Service Providers around the needs of new arrivals.

■ Position Responsibilities

Key Responsibilities

- Make contact with newly arrived and culturally and linguistically diverse people and identify and assist with their needs
- Identify issues affecting the health of newly arrived communities and respond by liaison with appropriate services
- Provide information sessions within the community which will include; orientation to assist new arrivals to be able to better access the health system, information to maintain beneficial cultural practices and minimise harmful practices
- Develop and maintain networks within the communities and with health and community services
- Ensure training and information sessions are recorded including details on participant numbers, issues covered, handouts provided etc

■ Position Selection Criteria

Technical Competencies

- Demonstrated understanding of the issues affecting culturally and linguistically diverse newly arrived communities especially those with a refugee background or from societies where harmful practices such as Female Genital Mutilation (FGM) have occurred
- Demonstrated ability to assist in the planning and coordination of information or training sessions
- Good written and verbal communication and interpersonal skills, and the ability to present information in a clear, comprehensive format
- Connection with, and ability to relate well to people regardless of cultures, attitudes, religious beliefs, socio-economic level and gender
- Understanding of health issues (including harmful traditional practices such as FGM) that affect new arrivals and their connection to the Tasmanian health system

Qualifications/Licenses

- A relevant tertiary qualification in Social Work, Human Services or related fields, and/or demonstrated experience in the provision of casework services in the health or welfare sector
- Current Drivers licence
- Australian Federal Police National Police check are mandatory requirements for this role

Behavioural Capabilities

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities

- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Applies knowledge and skills to achieve results | Operates objectively and calmly to achieve outcomes | Pursues goals with tenacity

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ 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
- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Undertake a police check prior to commencement and every 3 years thereafter
- 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