

## 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	<b>Bilingual Support Worker</b>	Department	Migration Support Programs
Location	Perth	Direct/Indirect Reports	N/A
Reports to	Team Leader - HSP	Date Revised	May 2021
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	2	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC0038033
Special Measures			

### 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 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

- 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.
- 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.
- Assist with client airport pick up and transport to accommodation in coordination with Case Managers
- Assist newly arrived humanitarian entrants with shopping, property induction

- 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.
- 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**

- Housing Team
- Internal and external stakeholders

## **Person Requirements**

### **Key Behavioural and Technical Capabilities**

- Highly developed communication and interpersonal skills.
- Fluency in a traditional/native language is essential for this role. *(The language needs are determined based on the primary language of the arriving humanitarian entrants)*
- Understanding of the refugee and asylum seeker sector and service needs of relevant clients.
- Ability to work outside of normal work hours including weekends and evenings
- Ability to work independently in a fast paced program
- Experience dealing with private rental sector and community housing sector is desirable.
- 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 is desirable.

### **Qualifications**

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

## **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
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes
A <Vaccination – example influenza>	No

***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*