

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Bi-Cultural Health Worker	Department	Migration Support Program
Location	Hobart	Direct/Indirect Reports	Nil
Reports to	Community Development Worker	Date Revised	July 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

### ■ 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 service providers of the Tasmanian 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

(Below are examples only.)

- Make contact with 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
- Work collaboratively with the BCHP team to identify common issues and, where possible, provide common solutions
- 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
- Demonstrated ability to work collaboratively in a team

### 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
- A Working with Vulnerable People check 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.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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 5 years thereafter. Police check renewals may be required earlier than 5 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.