

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer - GROW	Department	Migrant Support Program
Location	Sydney	Direct/Indirect Reports	Nil
Reports to	Program Lead - GROW	Date Revised	January 2022
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0054558

### ■ 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>.

Growing Regions of Welcome (GROW) is a Multicultural NSW initiative. In Western Sydney, the Regional Employment Hub will be established to provide a gateway for newcomer talent. It will engage interested newcomer job seekers, connect them with suitable employment opportunities in the Murray and Riverina, help them to make informed decisions about relocating and facilitate their relocations.

In the Murray and Riverina the regions have been resourced through 'Back Bone' funding to enable local communities and organisations to drive a strategic, collaborative approach to attracting and retaining newcomers. A focus on place will enable the communities to address their unique economic and social objectives and join with others at a regional level to better use existing services and infrastructure and strengthen newcomer inclusion.

The Project Officer - GROW will be responsible for working with newcomer talent to identify skills, experience and relocation expectations and aspirations. Through a case work approach the Project Officer will develop individual relocation plans and then connect in with opportunities working collaboratively with the Backbone coordinators in the Murray and Riverina.

Working closely with the Project lead, the Assyrian Resource Centre and other sector partners, the project officer will utilize a community development approach to outreach to communities that could benefit from the opportunities that GROW offers.

## ■ Position Responsibilities

### Key Responsibilities

- Conduct comprehensive assessment of client strengths and needs, utilising Red Cross Strengths and Needs assessment framework.
- Actively progress community development through involvement in sector networks and events.
- Ensure records are of a high written standard, keeping accurate and up-to-date client files and associated documentation, records and reports – both administrative and financial and ensure security and confidentiality of client information is maintained.
- Work collaboratively and in partnership with Assyrian Resource Centre team, Backbone Coordinators and Program lead to achieve GROW outcomes.
- Facilitate group education sessions with clients as required.
- Actively participate in team activities, including meetings, workshops, supervision, team building activities and practice improvement meetings.
- Other general responsibilities within the scope of this role.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated quality casework and case management skills, especially in a cross-cultural setting.
- Ability to communicate and apply effective interview techniques to sensitively gain information from clients.
- Ability to manage complex and sensitive issues with absolute discretion in a highly complex environment.
- Ability to effectively liaise and negotiate services with relevant agencies.
- Effective communication with a broad range of people (verbal and written) including communication of technical/procedural/ legislative information to clients.
- Work skills include the ability to work autonomously, with minimal supervision, as a member of a team incorporating multitasking.
- Well-developed understanding of refugee and resettlement experience.
- Experience working with volunteers and interpreters.
- Moderate proficiency in MS Office or similar software and experience using databases.

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in Social Work, Psychological Services, Diploma of Community Services or Bachelor of Applied Sciences
- Current Drivers Licence.
- A Working with Children check is a mandatory requirement for this role
- Fluent in Arabic at a basic/intermediate level

## 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 | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ 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.