POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Connector Advisor	Department	Migration Support Program
Location	Milton, Brisbane	Direct/Indirect Reports	Nil
Reports to	State Lead MSP	Date Revised	Nov 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	**Job Evaluation No:**	HRC0052266

◼ Position Summary

The Community Connector Advisor (CCA) role works with government and community-based stakeholders to support COVID-19 response, recovery and resilience of vulnerable people from culturally and linguistically diverse backgrounds. The role engages and works with service providers, government agencies and other relevant organisations, to coordinate, advise and facilitate access to available 'in place' support for culturally diverse communities exposed to COVID-19 and other disasters. The CCA applies principles of disaster risk reduction to promote sectoral resilience, collaborative-learning and adaptive organizational networks.

The CCA is the centralised point of contact for Queensland Government and community-based organisations to connect and respond to evolving refugee, asylum seeker, temporary visa holder and migrant community needs. Working with agencies to ensure warm referral pathways are connected, consistent and supportive of the specific needs of vulnerable refugees, asylum seekers, temporary visa holders and migrants (e.g. provide conduit for advice to Hotlines, Care Army, etc.).

◼ Position Responsibilities

Key Responsibilities

- Coordinate the activities of the Community Connector Advisor project, including: setting of project outcomes, establishment of work practices for this new role within ARC, development and implementation of stakeholder engagement strategies, analysis and scanning of the CALD sector to identify opportunities, oversight of volunteers; negotiation and maintenance of collaborative initiatives with stakeholders, provide expert advice to Government, CALD sector stakeholders and internal stakeholders.

- Regular liaison and collaboration with key agencies supporting Queensland's diverse communities. to identify community needs, opportunities to strengthen COVID resilience and offer up-to-date advice on available government service and support. Develop and implement stakeholder engagement strategies to adapt and extend liaison and collaboration as appropriate to the dynamic COVID environment. Key agencies include: Refugee Health Network Queensland and other multicultural health programs; Community Action for a Multicultural Society (CAMS) program; Multicultural Australia; Queensland

Council of Social Services (QCOSS); Communify, as delivery partner for the Asylum Seeker and Refugee Assistance Program (ASRA); and the Ethnic Communities Council of Queensland (ECCQ). Specific cultural associations such as Queensland African Communities Council (QACC) may also need to be engaged depending on community issues identified.

- Monitor community accessibility to services and support across the state and report on regions that may be overlooked or require additional recovery and resilience efforts.

- Support, catalyse and broker collaborative efforts within the CALD sector to respond to short and medium term CALD COVID resilience needs. This may include: linking with other programs to minimize duplication and enhance outcomes (i.e. the Queensland Health funded CALD COVID Health Engagement Project), promotion of innovative practices and programs, co-design of collaborative mechanisms, such as inter-organisational working groups, support and development of CALD appropriate crisis communications and resources.

- Inform and connect community organisations with key information about pathways to access support services, ensuring information is available in simple, clear language and accessible for people who may not be proficient in English, or have low levels of literacy. Advocate for dynamic communication with cultural communities to identify any need for- translated, visual or audio materials – preferably developed in collaboration with cultural communities.

- Provide advisory support to Government on localised community needs and potential interventions to improve capacity to deliver meaningful, culturally responsive programs and pathways

- Undertake industry scanning, including but not limited to the community, health, income protection, employment and training sectors to maintain awareness of COVID-19 assistance packages and services; pursue opportunities for new stakeholder partnerships and leverage opportunities for CALD COVID recovery and resilience.

- Consult organisations that have undertaken analysis of community concerns, with additional scanning and input as needed, to identify gaps and strategic linkages with Queensland and Commonwealth Government COVID-19 support packages, community services or philanthropic partnerships

- Maintain regular liaison with Multicultural Affairs on key issues, emerging needs, opportunities and innovative partnerships to support the needs of vulnerable diverse communities

- Support and maintain business relationships internally and externally to drive integration partnerships and business improvement

- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes

- Ensure compliance with all Red Cross policies including Workplace Health and Safety.

■ Position Selection Criteria

Technical Competencies

- Demonstrated knowledge of Disaster Management protocols, inclusive governance, communication and operative channels within the context of culturally diverse communities.

- Demonstrated experience leading strategic projects across areas and sectors.

- Strong conceptual, analytical and problem-solving skills, with proven ability to identify issues, provide detailed analysis and determine appropriate courses of action for achieving goals.

- High level gap and network analysis will be required to inform and foster quality COVID-19 response and recovery outcomes for culturally diverse communities.

- Sound knowledge and understanding of the issues impacting migrants in transition in the community.

- Outstanding stakeholder engagement and interpersonal skills, including demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders, to develop responses to community issues and build on community strengths and resources.
- Well-developed verbal and written communication skills.
- Knowledge and understanding of emergency management and recovery concepts and principles.

Qualifications/Licenses

- Tertiary qualifications in community development, human services, disaster management or a related field and /or extensive experience
- Current and valid Australian driver's license
- Sound experience in project management desirable.

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 | 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** | **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 | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

◼ 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.