

## POSITION DESCRIPTION

<b>Position Title</b>	SMRC Bicultural Worker		
<b>Team</b>	Diverse Enterprises		
<b>Classification</b>	SCHADS Level 2	<b>Employment Status</b>	Casual
<b>Position reports to</b>	Diverse Enterprises		
<b>Location</b>	Various		
<b>Last revised on</b>	October 2022		

### A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

SMRC operates from its head office in Dandenong and has a service office in Pakenham, employing 150 staff including 65 Direct Care workers and 180 volunteers.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations. The workforce teams are divided into Health and Wellbeing, Social Participation, Economic Participation, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

### B. Role Purpose

To provide quality bicultural services to stakeholders, including: internal SMRC programs, and external agencies, municipalities, and businesses.

Bicultural workers utilise their language skills, and cultural knowledge to empower and connect communities with stakeholders. It is essential that bicultural staff understand their role as connectors, and are able to engage with community and stakeholders, providing feedback and / or advocacy as required. It is also important that bicultural staff are familiar with, and able to engage from, a strengths based, trauma informed approach, providing opportunities for co-design where possible.

SMRC Bicultural staff will provide bicultural support for Service Requests, including:

- Project work: community engagement; focus groups, evaluation / feedback, and consumer support
- Language support: training or information sessions, program document support – registrations, surveys
- Administration support: reception, customer service, enquiries etc.

As a bicultural worker, candidates will be expected to work independently as required. Casual shifts may be onsite / offsite / online or over the phone.

Please N.B. All SMRC peoples require current vaccination certificates to be employed.

## C. Key Responsibilities

- Provide quality bicultural services to stakeholders, including: internal SMRC, and external organisations, municipalities, and businesses.
- Use language skills and bicultural knowledge, to
  - Engage with community and stakeholder,
  - Provide strengths based, trauma informed support for advocacy, feedback, and co-design
  - Support strong connections between community and stakeholders
- Provide specific support as required:
  - e.g. Language support for training and information sessions; admin support for reception duties; customer service support and; engagement support for project work.
- Convey a cultural and professional manner at all times
- Strong attention to detail is key to ensure shared understanding is achieved and the needs of the community / client/ customer / and stakeholder/s are met /client group.
- Ability to work independently and build rapport quickly as required.
- Ability to work in a team and be a supportive team member.
- Ability to manage the administration / and digital skills requirements of this role
- Understanding and compliance with ethical practice for bicultural workers.
- Understanding and compliance with SMRC Code of Conduct, including privacy and confidentiality,
- Ability to manage the role as required

### Program Management

- To ensure all phone / email contact with SMRC staff is managed and replied to promptly
- Ensure all data requirements are entered in a timely and accurate manner,
- To ensure client / customer / stakeholder confidentiality is maintained and data is managed and stored in a secure way

### People Management

- Provide support to team members and to work as a team in accordance with the SMRC policies and framework

### Risk Management

- Contribute towards identification and management of risks and exposures to ensure compliance with, contract and service agreement where applicable and SMRC policy and management processes
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety
- Contribute to continuous improvement.

### Community and Agency Relationships

- Develop and maintain positive relationships with key stakeholders including relevant Local Government representatives, service providers, relevant community leaders and associations.

### Finance

- Work within the program budget as approved by the Board and within the organisational policy.
- Ensure all reporting and budgeting requirements are adhered to as per funding guidelines

### General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the program manager and commensurate with the scope and classification of the position
- Attend compulsory training as per SMRC policy
- Ensure succession planning and adequate alternate authorisation such as signatures are in place to ensure on-going operations of the role and team requirements.

## D. Person Specification

### Qualifications

- Must have training or experience working as a bicultural worker
- Excellent Proficiency in the English language, both written and oral. Level 2 ACSF or higher (IELTS 4 minimum) – an English assessment may be given if this is unclear.
- Knowledge of Bicultural Code of Ethics and the ability to apply them to contextual situations

### Key Knowledge Areas

- Good interpersonal and communication skills.
- An understanding of and empathy with people from diverse cultural backgrounds
- A non-judgemental attitude
- Ability to work independently
- Ability to engage and build rapport quickly
- Ability to and willingness to be available on call for casual sessions.
- Always punctual, have an ability to manage time well.
- Awareness of professional boundaries and the philosophy of empowerment.
- Experience of working in a not for profit organisation (desirable – not essential)
- Appreciation of working in a multicultural workplace
- Strong interpersonal skills
- Current Victorian drivers licence and own vehicle

## E. Key Selection Criteria

### Essential capabilities

#### Professionalism

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Taking responsibility - Delegates to develop staff or volunteers and accepts responsibilities for actions of staff / volunteers under authority
- Work Planning - Participates in regular supervision meetings with Manager to ensure that the work objectives are consistent with this position description and organisational objectives.

#### Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Verbal Communication – Speaks respectfully in a way that explains issues and information clearly to clients/ members and colleagues.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.

### Team work

- Team dynamics – Supports team dynamics, supports productive working relationships and work-life balance
- Openly shares information, participates and contributes to team discussions

### Change and responsiveness

- Change Management - Supports change management processes
- Maintains a positive approach to change and adapts to new or different ways of working

### Program Management

- To work as team in the delivery of high quality services
- Performs own role and responsibilities efficiently, to contribute to program and project outcomes.
- Contract management - Monitors contracts and checks that contractual obligations of both parties are met

### Governance and compliance

- Risk Management – Manages own risk and ensures that risks are identified and reported in own work context

### Special capabilities

#### Community and inter-agency relations

- Partnerships and collaboration - Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes.
- Knowledge of community - Demonstrates and maintains a level of understanding of the sector and current community issues and of other relevant organisations

#### Service Delivery

- Client / Customer / Stakeholder outcomes – Provides supports and focus on outcomes
- Client / Customer / Stakeholder confidentiality and dignity – Understands systems and policies for protection of everyone's confidentiality

### F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; Takes a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.

### G. Staff reporting to this position

None

### H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) employer and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC strongly believes in protecting the safety and wellbeing of children and vulnerable communities and take child protection very seriously.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are required to follow common conditions of employment. These are outlined in the SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values & Behaviours- Integrity, Compassion, Accountability, Respect, Excellence.

### I. Important Information

All appointments to the SMRC are subject to the following:

- Current Covid-19 Vaccination Status
- Police Check (not older than 6 months)
- Working with Children Check (not expired)

Please visit the SMRC website on [www.smrc.org.au](http://www.smrc.org.au) for further information contact the People and Culture Team on 03 9767 1900

### J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date