

POSITION DESCRIPTION

Position Title	Service Delivery Program Worker SETS - Employment		
Team	Client Services - Settlement		
Classification	SCHADS Level 4	Employment Status	Part Time, FTE 0.6, until June 2027
Position reports to	Manager Service Planning & Coordination		
Location	South East Melbourne, primarily based in Dandenong		
	July 2025		

COMPANY PROFILE

Southern Migrant Resource Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

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.

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, Settlement Services, 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.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

Position Objective

The Service Delivery Program Worker (SETS Employment) is a key role in ensuring participant engagement.

This role will ensure programs are inclusive, meaningful and responsive, through the provision of practical learning opportunities, to enhance the economic and social participation of refugee and migrant communities.

Program delivery will reflect innovative, interactive and co designed initiatives, to SMRC clients.

The position will work collaboratively with clients and support the delivery of programs within a partnership approach.

This role will ensure the delivery of services is aligned to the Settlement and Integration Outcomes Framework, including the partnership approach.

Key Responsibilities

SCHADS Award Characteristics of this level –

- Contribute towards establishing work related procedures.
- May be required to supervise various functions within the work area or activities of a complex nature.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity and operational aspects of the work performed.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Core Responsibilities of the role

- Delivery of employment support programs.
- A trauma-informed approach to program delivery and supporting participants.
- Deliver individual and all group programs to enhance job readiness including resume writing, interview skills and specific vocational skills.
- Deliver the Professional Connect program.
- Assist clients in identifying suitable job opportunities, including youth through the homework club to navigate the transition from school to work, ensuring the development and skills required for job searching and placement.
- Link clients with relevant training and education and support services.
- Ensure programs are inclusive and provide a meaningful experience for the community.
- Undertake administrative tasks including case notes, registration and client attendance, complaints and report writing.
- Strong interpersonal, written, and verbal communication skills.
- Ability to work both independently and collaboratively within a team
- Maintain participant's privacy and confidentiality by ensuring data is managed and stored securely.
- Assist Manager Planning and Coordination with program reviews, program risk assessment and ensure programs are relevant to participant needs.
- Some after-hours work may be required.

Team Responsibilities

- **Team Support:** Assist other team members during high-demand periods or staff absences.
- **Flexible:** takes on different tasks, responsibilities, or perspectives depending on the situation and the team's goals.

- **Cultural awareness:** respect and understanding of cultural differences and understand how they shape our decisions and behaviour.
- **Communication and relationship building** effectively communicates and maintains professional relationships with clients, staff and key stakeholders.
- **Innovation:** demonstrate an innovative approach when responding to client choice and decision making
- **Continuous Improvement:** – Contribute to a practice of Continuous Improvement in all areas of work.
- **Consumer confidentiality and dignity** –ensures a culture of inclusion and respect for clients, supporting clients to exercise choice and independence and respects clients' privacy. Understands systems and policies for protection of clients.
- **Collaboration & Co-Design:** Work with SMRC teams, communities, and agencies to avoid program duplication and co-design initiatives that promote economic/social participation and consumer well-being.

Key Selection Criteria

Qualifications

Qualification career development or career counselling and/or relevant four years' experience in the employment services sector.

Key Knowledge Areas – Role specific

- Demonstrated experience and knowledge about issues affecting CALD clients.
- Knowledge of Services Australia work requirements.
- Experience in providing individual employment support.
- Ability to deliver employment that are education/employment outcome focus.
- Ability to deliver programs to all SMRC groups including Youth, Adults and Seniors.
- Strong interpersonal and communication skills to engage with participants.
- Experience of managing conflict and the ability to respond in a professional manner.
- Capacity to work collaboratively with staff, volunteers and participants.
- Cultural insight and awareness to work collaboratively and effectively with a diverse range of clients.
- A proactive and inclusive approach to supporting clients.

Key Knowledge Areas – General

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues.
- Demonstrate SMRCs Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Possess cultural awareness, sensitivity and respect cultural differences
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.

Requirements

- Current Victorian drivers' License and own vehicle.
- First Aid and CPR.

Staff reporting to this position

Program Volunteers and Program Bicultural Workers for program delivery.

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) 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 believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

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

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People 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.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- 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.
Participate in professional development by actively participating in staff development workshops and training programs.
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Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

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

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date