

## POSITION DESCRIPTION

<b>Position Title</b>	Multicultural community Stakeholder Engagement Lead (Primary Care)		
<b>Team</b>	Client Services Settlement		
<b>Classification</b>	SCHADS Level 5	<b>Employment Status</b>	Full Time Fixed term to 30 <sup>th</sup> September 2026
<b>Position reports to</b>	Manager Service Planning and Coordination		
<b>Location</b>	Southeast Melbourne, primarily based in Dandenong		
	March 2026		

## 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

To strengthen partnerships between Primary Care Services and multicultural communities, through consultation, advocacy, and identifying gaps for service improvements to reduce barriers for multicultural communities to access primary care services.

## Key Responsibilities

### SCHADS Award Characteristics of this level –

- May be required to exercise initiative and judgement where practise and direction are not clearly defined.
- Involvement in establishing organisation programs and procedures and work may span more than one discipline.
- Required to assist in the preparation of the organisation's budget.
- Set priorities and monitor workflows in the area of responsibility, which may include establishing work programs.
- Required to set priorities, plan, organise of own work and that of lower classified staff, and Volunteers.
- Where projects and/or function are required, establish outcomes to achieve the organisation's goals.

### Core Responsibilities of the role

- Build new and strengthen existing partnerships between lead agencies to facilitate communication and cooperation.
- Lead consultation processes and engage relevant key stakeholders and cultural leaders to ensure community voices shape the development of inclusive, culturally safe primary care programs and services.
- Provide cultural subject matter expertise and cultural safety.
- Identify barriers to service access for CALD communities, and develop strategies to address these gaps in collaboration with Community engagement officers and Primary Health Networks
- Strengthen awareness of community needs and preferences, to reduce stigma, inform planning and improve coordination and communication between existing services that will support better health outcomes
- Lead the development of co-designed health literacy resources to be utilised locally to enable information sharing about access to primary care in southeastern Melbourne
- Develop, and implement, CWEP ensuring deliverables meet contractual obligations.
- Draft final report and briefing papers, evaluating and outlining program activities and findings.
- Availability to work outside normal hours (weekends/evenings) for community engagement events and/or stakeholder collaboration

### Team Responsibilities

- **Settlement Integration and Outcomes Framework:** Support the program's accreditation process and ensure all services align with the Settlement Integration and Outcomes Framework.
- **Emerging needs of individuals/communities:** Assist with the identification of and contribute to developing effective responses to these needs.
- **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

Degree in Social Work, Community Development, Health Promotion, or equivalent experience.

### Requirements

- Language Skills: Ability to speak a relevant community language is highly desirable
- Current Victorian Driver’s License and own vehicle.

### Key Knowledge Areas – Role specific

- Sound understanding of the Australian primary health care system.
- Understanding of the Social Determinants of health and how social factors (e.g., housing, employment, education) impact health, along with knowledge of trauma-informed care principles.
- Ability to build and maintain relationships community leaders, Primary care services, government and stakeholders.
- Knowledge of project planning, delivery, and evaluation techniques, including the use of both qualitative and quantitative methods to measure impact and outcomes.
- Strong verbal and written communication skills, including proficiency in digital tools to support health service delivery and promote community engagement.
- Ability to work independently, lead projects, and think strategically.
- Actively promotes respect, inclusion, and cultural safety.

### 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.

## Staff reporting to this position

None

## 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.
- Manage own risk and ensure that risks are identified and reported.

## 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](http://www.smrc.org.au) or for further information contact the People and Culture Team on 03 9767 1900 or at [hr@smrc.org.au](mailto: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