

POSITION DESCRIPTION

Position Title	Bicultural support program worker (African Community)		
Team	Settlement Team		
Classification	SCHADS Level 2	Employment Status	15.2 hours per week Fixed term 30 th September 2026
Position reports to	Manager – Planning and Coordination		
Location	Southeast Melbourne, Dandenong, Casey and Cardinia		

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 act as a bridge between communities and services by utilizing shared lived experience, cultural knowledge, and language skills to facilitate engagement, trust, and safety. This includes advocating for community needs, delivery of in-language education to build community capacity and assisting in designing culturally relevant resources.

Key Responsibilities

SCHADS Award Characteristics

- work under regular supervision except where this level of supervision is not required by the nature of responsibilities under being undertaken;
- provides limited guidance to a limited number of lower classified employees.
- work outcomes are monitored;
- has freedom to act within established guidelines;
- solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

Core Responsibilities of role

- Assist organisation with community engagement, consultation and co design to identify community interest, needs, strengths or challenges in accessing Primary Care services.
- Promote trust and engagement between the organisation and local community groups.
- Share information regarding cultural perspectives/tradition/values to facilitate cultural safety
- Assist in-language education to build community capacity and assisting in designing culturally relevant resources.
- Review materials, resources and services to assess accessibility or relevance
- Develop shared language around key messages

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

- Relevant qualifications and/or experience working with community- including overseas qualifications
- Relevant specialised knowledge where applicable

Requirements

- Understanding of the African community and the ability to communicate both verbally and written

Key Knowledge Areas - Role specific

- Bi-lingual or multi-lingual.
- Shared lived experience; an understanding of culture, tradition, values and refugee-like experiences (when relevant)
- Awareness of community networks, systems and structures
- Extensive community networks/connections and demonstrated relationship building skills
- Understanding of general community strengths, challenges, interests and needs
- Experience in community advocacy, leadership or other
- Effective cross-cultural communication skills
- Demonstrated ability to feedback community perspectives
- A commitment to advocate for community
- Group facilitation skills
- Computer and literacy skills

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 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