Southern Migrant & Refugee Centre

POSITION DESCRIPTION

Position Title	Program Worker- Diverse Care		
Team	Diverse Care		
Classification	SCHADS Level 3	**Employment Status**	Part time
Position reports to	Diverse Care- Client Support Officer		
Location	South East Melbourne		
Last revised on	November 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

The Program Worker delivers high-quality aged care services and programs in line with consumer needs and preferences. Working as part of the Diverse Care team, the role contributes to the planning, delivery, and evaluation of the social community garden program, known as the HIVE. This program operates in the City of Kingston and works in partnership with Parks Victoria.

The role supports the Wellness and Reablement Framework, ensuring consumers are respected, treated with dignity, and empowered to make choices that support their independence and wellbeing.

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Key Responsibilities

SCHADS Award Characteristics of this level –

- Solves problems of limited difficulties using knowledge and judgment.
- Exercise initiative in the application of established work procedures and also establish goals/objectives and outcomes.
- Provide supervision to Volunteers or lower classified staff in the day-to-day, so that the outcome of the service delivery is met.
- Undertake responsibility for various activities in a specialised area.
- Provide and/or assist with secretarial and/or administrative task.
- Exercise responsibility for a function within the organisation.
- Proficiency with system administration.

Core Responsibilities of the role

- Deliver high-quality services and programs independently and/or collaboratively, including working with volunteers.
- Support participants to engage in group activities that promote wellbeing, independence, social inclusion and community participation.
- Implementation of activities at The Hive and other community venues in accordance with program objectives and program design.
- Manage day-to-day program delivery.
- Complete all Nightingale documentation, including attendance, progress notes and other client records, in a timely and accurate manner
- Promptly escalate any changes in clients' clinical condition to Case Managers through Nightingale
- Support volunteers and brokerage staff in understanding and applying the Aged Care Quality Standards.
- Assist Service Planning & Coordination Officers in recommending systems, processes, and practices to support compliance with funding and service agreements.
- Work with Service Planning & Coordination Officers to co-design programs, ensuring alignment with consumer goals and preferences.
- Contribute to the implementation and evaluation of services.

Team Responsibilities

- **Accreditation:** Support the program's accreditation process and ensure all services align with both the Aged Care Quality Standards and the Settlement Outcome standards
- **Accountability for KPIs**: Ensure performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **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**: ability to perceive own cultural beliefs, values, and customs, and to understand how they shape our decisions and behaviour
- **Communication and relationship building** effectively communicates and maintains professional relationships with consumers, staff and key stakeholders
- **Innovation:** demonstrate an innovative approach when responding to consumer 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 consumers, supporting consumers to exercise choice and independence and respects consumers' privacy. Understands systems and policies for protection of consumer
- **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 in horticulture or 3 years experience in horticultural role
- Qualification or 3 years relevant experience in Aged Care

Desirable

- Experience in Leisure and Lifestyle – Aged Care

Key Knowledge Areas – Role specific

- Experience, knowledge and understanding of Aged Care sector and the reform changes and Funding Agreements.
- Knowledge of the aged care quality standards
- Understanding of the Aged Care Code of Conduct.
- Understanding of Statement of Rights and Consent process.
- Experience in working with people from Culturally and Linguistically Diverse (CALD) backgrounds
- Knowledge of working in a non-for-profit organisation
- Appreciation of working in a multicultural workplace
- Experience in program planning and service coordination
- Strong interpersonal skills
- Previous horticultural experience desirable.

Key Knowledge Areas – General

- Demonstratable knowledge and experience in delivering exceptional client service.
- Time Management - Prioritises work, demonstrating an understanding of organisational, team and individual priorities and capacities, and ensures that key requirements are met.
- Actively demonstrate an understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures.
- Excellent communication skills including active listening and asks appropriate questions when dealing with clients and colleagues.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills ability to maintain accurate records.
- Excellent written communication, is able to 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.

- Demonstrate SMRC's Values in all work and communications.

Requirements

- Current Victorian drivers' license and own vehicle.

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.

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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