

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: SETTLEMENT ENGAGEMENT TRANSITION SUPPORT (SETS) CASE WORKER

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee Level 3
Site:	This position is primarily based at our CENTRAL site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hours per fortnight (0.8 FTE)
Tenure:	29 September 2023
Position description developed:	Reviewed January 2023
Responsible to:	Senior Leader Settlement Services

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy, and collaboration.
- Inclusive**
 We recognise and promote accessible, safe, and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive, and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride, and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Settlement Engagement Transition Support team sits within the broader Settlement Services portfolio. In turn, Settlement Services is situated within the Continued Health and Independence portfolio, which includes, Alcohol and Other Drugs Services, Mental Health and Counselling Services and Cultural Diversity teams.

Service engagement commences when a humanitarian family arrives in Australia with individual responses provided with some supports lasting up to five years. The intent of settlement programs is to equip families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society. Our aim is to support eligible clients to promote personal and economic wellbeing, independence, and community connectedness.

We also facilitate pathways to learning English through continued education and employment. To achieve these outcomes the SETS team utilises a combination of casework, community development and individually responsive supports such as youth services.

Position Role

- To provide case work for eligible clients that includes development of goal plan, advocacy, and referral.
- Encourage clients to become more self-reliant by referral to appropriate services.
- Organise information sessions to build clients knowledge of systems, current affairs and other areas that will enhance their lives and self-reliance.
- Participate as a SETS team member to enter DEX and TRAK data reflecting your work, participate in team and allocation meetings.
- Advocate on behalf of your clients to achieve better equity and access to services.

Position Responsibilities

The responsibilities of the position are:

- To provide effective case work using strength based and solution focused approach and encourage client participation.
- Work effectively to build and strengthen partnerships and pathways for better outcomes for clients.
- Ensure reporting and data entry is completed in a timely manner.
- Organise information sessions and groups as needed.
- Utilise interpreter services with clients who needed support of language services.
- Review goal plans and exit clients when appropriate.
- Maintain an organised approach to your work and participate in supervision.
- Other duties as directed.

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Key Selection Criteria

Essential

1. Demonstrated experience in working in a refugee settlement program to case manage, assess, advocate, and refer.
2. A sound knowledge of what trauma is and its impact and appropriate measures to implement.
3. A qualification in Social Work, Case Management or Diploma in Community Services.
4. Excellent interpersonal skills and communication skills with clients/partners/families. This also extends to the development and maintenance of relationships with external parties such as service providers and community-based services.
5. To design, organize and at times deliver information sessions and educational activities aimed at promoting positive settlement outcomes for the target client/community.
6. Personal commitment to promoting equality, diversity, and human rights in all aspects of service delivery.
7. Demonstrated ability to work as a member of a multidisciplinary team.
8. Intermediate to high level skills in Microsoft Office programs.; and learning to report into Data Exchange system.
9. A current Working with Children Check. And current driver's license.
10. Ability to provide vaccination information that meets the requirements for healthcare workers.

Desirable

1. The ability to speak other languages, including those from our client groups.
2. Comfortable to speak to groups of people.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Ensure goals plans are developed in conjunction with your clients. Review goals plans, ensure appropriate referrals and advocacy and exit processes are conducted.
- Assist in capturing client satisfaction feedback and program evaluations.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.

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- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career, and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Using BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally, and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing, and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification, and management.

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BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary Packaging would be available to the successful applicant. (REMOVE IF CASUAL)
- BCHS’ Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.

APPROVED