

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: BICULTURAL COMMUNITY WORKER – KAREN

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Dependent on experience and qualifications
Site:	This position is primarily based at our Central and Kangaroo Flat sites, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Fixed term to 30 June 2025
Position description developed:	March 2024
Responsible to:	Senior Leader Refugee and Cultural Diversity

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 role of the Cultural Diversity and Relationships team is to enhance community awareness and foster inclusion of existing and new communities with lived refugee experience. This is done through the creation or enhancement of relevant relationships to develop community collaboration opportunities. This includes building health literacy to ensure optimal and harmonious settlement.

The Cultural Diversity and Relationships team works alongside teams who deliver both primary support models: Humanitarian Settlement Program, and Settlement Engagement and Transition Support – Client Services. Bendigo Community Health provides a holistic approach to this emerging community with a strong focus on identifying and addressing community needs.

Position Role

The primary focus of this role is identifying enablers and barriers to optimize refugee settlement by building health and service literacy and safe living. This role aims to enhance capacity of communities with lived refugee experience and the service sector to promote and engage in health and wellbeing services, and better understand safe sustainable living.

- Identify unmet need of the communities with lived refugee experience (target group)
- Identify the enablers and barriers to participating in civic life, safe living and building service health, and literacy.
- Facilitate community education, focus groups and events, co-developing content, actively participating in the groups including facilitation of events/meetings, manage group administration and contributing to evaluations.
- Co-design and facilitate community education to build community understanding around health, and wellbeing, as well as supports and resources available to assist.
- When required assist community to navigate health systems.
- Identify activities that will help new arrivals to better understand their own health, the impact of past experiences and current challenges on health, how to understand and access services to assist, as well as how to build their own resources and capacity for recovery and settlement.

Position Responsibilities

The responsibilities of the position are:

- Work with communities with lived refugee experience to identify and understand unmet needs of the communities (target group).
- Identify and develop strategies to build health and service literacy to enhance physical and mental health wellbeing.
- Engage communities with lived refugee experience to improve health and service literacy and access to services.
- Work with the communities with lived refugee experience to assist in navigating new systems and improved access.
- Maintain administrative and reporting requirements as identified by agency and funding bodies.

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Key Selection Criteria

Essential

1. Ability to write, read, and speak in English and Karen language.
2. Interested in learning about capacity building, community needs analysis, program design and evaluation, and improving health and wellbeing.
3. Interested in building health, service literacy and safe living.
4. Demonstrated communication skills and community engagement.
5. Demonstrated understanding of the refugee experience (lived refugee experience preferred)
6. Demonstrated ability to work as a member of a multidisciplinary team.
7. Good understanding on use of Outlook, Microsoft programs including Word.

Desirable

1. The ability to build and develop positive relationships with both internal and external consumers.
2. Intermediate to high level skills in Microsoft Office programs and ability to develop skills using different databases.
3. The ability to confidentially maintain accurate records in accordance with BCHS procedures.
4. Current driver's licence.
5. Ability to provide vaccination information that meets the requirements for healthcare workers.

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.

- 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.
- 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.

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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:

Through the use of 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 BCCHS 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.
- BCCHS’ Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.

APPROVED