

POSITION DESCRIPTION

Position Title:	Karen Community Engagement Project Worker
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022.
Classification:	Social and Community Services Employee Level 1 Pay Point 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:	76 hours per fortnight (1.0 FTE)
Tenure:	Fixed Term to June 30 2025
Position description developed:	Reviewed February 2025
Responsible to:	Senior Leader Refugee and Cultural Diversity Team

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across seven sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Refugee and Cultural Diversity Team is aligned with the broader suite of Settlement Services. In turn, it is situated within the Community Partnerships & Integration Branch, which includes Integrated Health Promotion and other community responsive programs.

Settlement Services engagement commences when a person or family arrives through humanitarian settlement with a range of targeted support responses aimed at orientation to a new home and Westernised lifestyle. The intent of settlement programs is to equip individuals and families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society.

The Refugee and Cultural Diversity Team complements the Settlement Team through the provision of projects and programs that build health and service literacy along with introducing safe-living knowledge and capabilities. The Team's focus is to undertake community and stakeholder consultation, identify unmet needs and codesign culturally safe easily understood information sessions and resources in language. The community cohort are former refugees, asylum seekers and migrant community with low English proficiency.

POSITION ROLE

This role aims to understand community needs, it works across multiple projects to build health information, service literacy and safe living.

The role of the position is to:

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

KEY SELECTION CRITERIA

Essential

1. An ability to write, read, and speak in English and Karen languages.
2. An interest to learn about capacity building, community needs analysis, program design and evaluation, and improving health and wellbeing.
3. An interest in building physical and mental health, wellbeing and literacy.
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 the ability to develop skills using different databases.
3. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

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 team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Ensure assessment is conducted and reviewed in conjunction with your clients. Ensure appropriate referrals and advocacy and exit processes are conducted.
- Conduct evaluations to measure impact and outcomes of the work, especially group work.
- Participate in supervision, SETS Community of Practice and professional development as negotiated with line manager.
- Knowledge and compliance with the 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.

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 the 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 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.

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.
- BCHS’ Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

