

POSITION DESCRIPTION

Position Title:	Multicultural Health Equity Worker - Karen
Award:	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2022
Classification:	Social & Community Services Level 2 PP1
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 (0.8)
Tenure:	Fixed term until June 2027
Position description developed:	July 2026
Responsible to:	Kaye Graves

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five 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 role of the Multicultural Health Equity team is to build health equity and foster inclusion of existing and new communities with lived refugee and migrant experience. This is done through understanding gaps in inequitable health status, health and service literacy, care, treatments, service systems and safe living. Working with community, relevant service sectors and service providers is integral to co-designing opportunities to improve health and wellbeing for former refugees and migrants.

The Multicultural Health Equity team works alongside teams who deliver both primary support models: Humanitarian Settlement Program, and Settlement Engagement and Transition Support. Bendigo Community Health provides a holistic approach to these emerging communities with a strong focus on identifying and addressing community needs.

POSITION ROLE

The primary focus of the role within the Multicultural Health Equity team is to support projects that identify enablers and barriers to building refugee and migrant settlement, to increase health, service literacy and safe living. The role promotes inclusion, healthy lifestyle, with a focus on chronic disease prevention (inclusive of cancers), early identification, and treatment. A key to the role is the utilisation of lived experience expertise.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Work with migrant and former refugee communities, applying lived experience skills and knowledge to identify and understand unmet community need
- Identify and plan project responses to build health and service literacy, wellbeing and safe living.
- Work with migrants and former refugees to assist in navigating and safely accessing new systems.
- Support program design, implementation, education evaluation and data collection.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. Ability to write, read, and speak in English and Karen languages.
2. Have lived refugee experience to inform program design and delivery.
3. Demonstrated understanding of the refugee and migrant experience and ability to apply lived experience expertise.
4. Previous experience or relevant qualifications in working to increase health and wellbeing, navigating health systems, or working with refugee or migrant communities.
5. Demonstrated experience in managing time, project events and/or activities.
6. Demonstrated communication skills and engagement with community, key leaders, and services.
7. Demonstrated ability to work as a member of a team.

8. Good understanding of Microsoft programs including Outlook and Word.
9. A current employee Working with Children Check and Driver's Licence
10. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Intermediate to high level skills in Microsoft programs and ability to learn different databases.
2. An interest or experience in developing education resources.

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.

- Provide service delivery as required by the role and funder.
- Demonstrate positive outcomes for consumers through your intervention.
- Work within the boundaries of your role
- Show evidence of an integrated service delivery approach for consumers.
- Participate in supervision 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.

