

Migrant Settlement Worker: Disability and Inclusion – North West / North East

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, North Coast Settlement Services
Direct reports:	NIL
Location:	North West / North East region – based within the geographical region of the service package or service.
Primary position objective:	Implement the signed agreement for services provided under the Settlement Engagement and Transitions support (SETs) Program funding in the Coffs Harbour LGA between the Society and the Department of Social Services.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Migrant Settlement Worker: Community Capacity Building will:

- Contribute to the successful implementation of the Strategic Plan in their team.
- Provide client direct services to eligible clients as per SETs funding agreement. Casework services are to be based on identified needs and ensure eligible clients to become self-reliant and equip them with settlement life skills to operate independently access mainstream services.
- Undertake consultation with ethno-specific community groups to identify common goals, interests and needs with a view to developing community settlement strategies and plans that will assist communities to establish groups and or informal associations.
- Interview and assist clients to identify their employment needs; assist clients to complete job applications and other forms as necessary; assist client to understand their rights and responsibilities; refer clients to appropriate agencies including internal referrals as necessary.
- Provide community development activities when required. This will include linking clients to established community groups and/or peers to increase social participation and mentoring opportunities.
- Maintain strong rapport with key community leaders to take on leadership roles and support relevant ethnic communities, including job/shadowing, mentoring, training etc
- Maintain a comprehensive data base of clients seeking assistance and support provided.
- Identify issues raised in case-work and client consultations and conduct the provision of culturally and linguistically sensitive group work/information sessions/workshop activities to develop life skills with a focus on English, education and employment pathways.
- Actively participate in community development events and activities (Harmony Day, Refugee Week etc.) and to encourage social participation in consultation with the local migrant and broader community members.
- Support for clients to navigate the recruitment process and developing networks.
- Undertake promotional activities of SETs and NCSS programs.
- Establish and maintain links and partnerships with key service providers, community organisations and agencies that provide information and assistance to the target group.
- Develop and maintain a positive and professional culture with internal and external stakeholders.
- Maintain appropriate records based on the agreement with DSS covering clients, services provided, telephone queries and group-work as per DSS's reporting requirements.
- Comply with the trustees of the St Vincent de Paul Society NSW Code of Conduct, policies and procedures and undertake other duties as required by the Manager, North Coast Settlement Services.
- Ensure child protection notifications are made according to Child Protection Guidelines NSW.
- Apply a diligent approach to the principles of confidentiality and privacy.
- Contribute to effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- SETS program targets are met
- Effective operational partnerships are established
- Client outcomes are measured and recorded
- Community leaders are identified and supported
- Represents organisation professionally at relevant interagency meetings and community events

Key working relationships

In addition to the Service Manager North Coast Settlement Service and their direct reports, the Migrant Settlement Worker will foster close working relationships with:

- Regional Manager Community Inclusion
- Members of local Conferences
- Volunteers
- Other local Vinnies Services

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Relevant tertiary qualification and/or substantial experience in related field
- Demonstrated high level program management skills
- Experience working with culturally diverse and/or vulnerable clients,
- Demonstrated capacity to plan and deliver Community Capacity Building activities.
- Demonstrated capacity to develop and maintain functional relationships with key stakeholders

- Demonstrated ability to manage multiple projects/activities within prescribed budget.
- Demonstrated high level of oral and written communication skills
- Current Australian Driver's License with the willingness to undertake work related travel.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience in working in the refugee sector.
- Experience in casework, referral and community capacity building.
- Good driving record.