

Wyndham Community and Education Centre Inc.

Job Description

CSG Project Officer Job Description

General Information

Incumbent:	
Classification:	Social, Community, Home Care and Disability Services Industry Award, 2010 Level 4.1
Reports to:	CSG Program Manager
Hours:	38 hours per week
Core hours:	9:00 am – 5:06 pm Mon - Fri
Duration:	Ongoing (subject to funding)

Position objective

The Victorian Government is funding the delivery of three new Community Support Groups (CSGs). The CSGs are based on a local, community-led approach to strengthen services and support for South Sudanese families and communities; to empower and support young people from these communities; and to intervene early to mitigate against factors that lead to youth disengagement.

The CSG model places engagement at its centre. Each CSG will work with the local South Sudanese community it supports to develop a plan of activities to build individual's and communities' resilience, strengthen families, engage young people in pathways to education, training and employment and support their social and civic participation.

In addition to these activities, CSGs will link in with separate, newly funded programs and services as well as existing programs operating in the area.

The CSG Project Officer will provide assistance and advice to members of the South Sudanese community who reside in Wyndham, with a focus on women, families and children. This involves direct case work, projects and programs aimed at building the capacity of individuals, families and the community. Under guidance from the CSG Program Manager, the CSG Project Officer will develop and maintain close and cooperative working relationships with local service providers and networks.

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Duties & responsibilities

1. Strategy & planning

- 1.1 Promote awareness and understanding of the CSG Program through South Sudanese organisations and networks in Wyndham
- 1.2 Consult with South Sudanese organisations and networks to co-design programs and activities relevant to the needs of the South Sudanese community

2. Casework

- 2.1 Provide support to individuals and families, including information, advocacy and other supports as required
- 2.2 Refer clients to mainstream and other service providers using comprehensive and clear referral systems and guidelines
- 2.3 In liaison with CSG Youth Workers, provide early intervention responses to young people at risk and refer to relevant services
- 2.4 Actively refer clients to Wyndham CEC education and employment programs and services, as relevant
- 2.5 Accurately record all case management activities and maintain files for each client

3. Community Development

- 3.1 Assist in delivering activities and programs, co-designed with the community, including youth mentoring, parenting programs and sport and recreation activities
- 3.2 Facilitate the delivery of an existing men's group and implement and deliver new groups based on community need
- 3.3 Advocate to the CSG Program Manager on behalf of clients with the aim of improving their access to services and resources
- 3.4 Work with relevant local schools to strengthen school connectedness and improve school retention and outcomes for students from South Sudanese backgrounds
- 3.5 Assist target communities to take an active role in mainstream social and cultural events in Wyndham
- 3.6 Consult with and support South Sudanese community groups to find common goals, interests and needs with a view to assist in the development of community strategies and plans
- 3.7 Work closely with the CSG Program Manager to maintain effective working relationships with existing service providers to increase awareness of the needs of the South Sudanese community in order to improve service access and delivery
- 3.8 Develop and maintain partnerships with external CSG program providers including YSAS for drug & alcohol referrals, as well as sport and recreation providers – Reclink and the Huddle

This document was reviewed and updated in March 2019.

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3.9 Maintain a record of programs, achievements and activities for provision to DHHS as required

4. Interpreting & translating

4.1 Utilise native language/s of South Sudan to support clients as required

4.2 Translate internal documents as requested

5. Other requirements

5.1 Participate in team meetings as required

5.2 Meet all administrative, compliance and reporting requirements related to program

5.3 Maintains a safe, inclusive and welcoming environment for all clients taking into account diverse mix of cultural and religious requirements

Key Selection Criteria

The person for this position will have:

- Experience and understanding of South Sudanese communities and young people including empowering individuals through linkages and partnerships
- High level oral and written communication skills in English and other national languages of South Sudan
- Experience developing and monitoring effective relationships and networks
- Be able to work in a team oriented environment alongside both paid and volunteer workers
- Strong computer skills
- Be able to operate within the vision and values of Wyndham CEC
- Demonstrated ability to establish men's groups from South Sudanese background and involve them in activities.
- Experience in delivering community development projects within the South Sudanese community.

Qualifications & Licenses

Mandatory

- Current Working with Children Check and National Police Check
- Current Victorian Driver's Licence

Desirable

- A relevant qualification in Social Work
- First Aid Certificate

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Important notes

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the objectives of the Wyndham Community and Education Centre Inc. as stated in its Rules of Association and Vision & Mission statements.

All staff should have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Victoria introduced compulsory minimum standards that apply to Wyndham CEC from 1/1/2016 to help protect children from all forms of abuse. The child safe standards form part of the Victorian Government's response to the Betrayal of Trust Inquiry. Wyndham CEC has a commitment to child safety and zero tolerance of child abuse.