

# Wyndham Community and Education Centre Inc.

## Job Description

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### Settlement Worker Job Description

#### General Information

Incumbent:	
Classification:	Community Development Worker Level 3.1 Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
Reports to:	Supervisor: Community Services Coordinator Manager: Community Services Manager
Hours	30.4 hours (3 days) per week
Core hours:	9:00am - 5:06pm, Days on agreement.
Duration:	Ongoing

#### Position objective

The Settlement Worker is a member of the Settlement team with an added focus on engaging with and supporting members of Congolese communities settling in the program areas of Wyndham, Melbourne West and Geelong.

Under guidance from the Community Services Coordinator (CSC) and Community Services Manager (CSM), the Settlement Worker will provide, to the members and groups of these communities, case work, capacity building and entry into projects and programs aimed at addressing their employment and education needs.

The Settlement Worker will also provide feedback to the CSC on the work being undertaken with Congolese clients and groups to identify needs and service gaps. The Settlement Worker will then work with the CSC and CSM to identify ways to address the needs and fill the gaps around appropriate services and programs, employment, accommodation, health, and wellbeing.

The Settlement Worker will develop and maintain cooperative working relationships with local service providers, relevant networks, and staff from other Wyndham CEC programs and Units.

A key part of the role is to provide in-language support for Congolese families and individuals accessing services provided by Wyndham CEC.

#### Duties & responsibilities

##### 1. Client services

- 1.1 Consult with community members to identify interests and needs and use these to develop community support strategies, plans and actions and, to identify gaps in service delivery;
- 1.2 Provide support to individuals and families, including intake and assessment, low intensity or medium intensity case work;
- 1.3 Deliver information on the 11 National Settlement Framework focus areas, with an emphasis on English, Education and Employment;

# Wyndham Community and Education Centre Inc.

## Job Description

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- 1.4 Advocate to the CSC and other service providers on behalf of clients with the aim of improving their access to services and resources;
- 1.5 Provide non-professional context interpreting and translation support when required;
- 1.6 Make appropriate referrals to both internally and externally, and to any other mainstream service providers, especially in the areas of English Education and Employment;
- 1.7 Distribute relevant resource kits and publications to the target group community to assist them in orienting themselves with the local area and connecting them to available mainstream services;
- 1.8 Maintain files for each client and accurately record all case management activities on the DSS Data Exchange reporting system in a timely manner, and meet the scoring and satisfaction survey KPI's;
- 1.9 Assist target communities to take an active role in mainstream social and cultural events of Western Melbourne, Geelong & Ararat SSDs;
- 1.10 Provide the CSC and CSM with information and data when required and, in a timely manner; and
- 1.11 Report all critical incidents to the Community Services Coordinator within 48 hours of becoming aware that a critical incident has occurred

### **2. Community Capacity Building**

- 2.1 Support the community groups/organisations to develop their capacity in the areas of governance, gaining and managing funds and planning and running projects and events;
- 2.2 Support community groups deliver community activities; and
- 2.3 Refer eligible Congolese migrant and refugee groups/organisations to relevant skills development and governance training.

### **3. Community Engagement**

- 3.1 Engage with Congolese community individuals and groups, form working relationships with leaders in their communities
- 3.2 Engage with Congolese youth, building relationships, identify their settlement needs and working towards to addressing these needs.

### **4. Networking**

- 4.1 Attend meetings of the WHN Leaders or working groups and other networks and Communities of Practice as required

### **5. Professional Development**

- 5.1 Identify suitable professional development opportunities to enhance skills and knowledge and attend appropriate seminars, workshops Community of Practice and other opportunities and record in PD Log.
- 5.2 Provide PD Log to the Community Services Coordinator for the Annual Appraisal.

# Wyndham Community and Education Centre Inc.

## Job Description

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### 6. Other requirements

6.1 Take on other duties consistent with the position as directed by the CSM or CSC.

#### 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 Constitution and Vision & Mission statements.

Have a basic understanding of Occupational Health and Safety requirements and ensure work practices reflect this.

Staff delivering Skills First funded programs must act in accordance with the Skills First Quality Charter.

Wyndham CEC has a commitment to child safety and zero tolerance of child abuse. All staff must have a strong understanding of and comply with the new child safe standards that were introduced in Victoria in 2022.

Have a strong understanding of child safe standards, MARAM and family violence reforms

### Key Selection Criteria

The person for this position will:

- Qualifications and/or experience in community development/services.
- Strong communication and interpersonal skills.
- Experience engaging with culturally and linguistically diverse communities.
- Bilingual or multilingual skills in one or more of Lingala, Swahili or Arabic would be highly regarded.
- Possess solid Word, Excel, Outlook and computer skills.

### Qualifications and Experience

#### Mandatory

- Relevant qualifications and/or experience in community development/services;
- Current Working with Children Check and National Police Check; and
- Current Victorian Driver's License.

#### Desirable

- Strong Congolese community connections and networks.