

<b>POSITION DESCRIPTION</b>	<b>Community Settlement Co-ordinator</b>	23/06/10
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<b>JOB GOALS</b>	<p>To provide information, referral, casework and community capacity building service for newly arrived migrants and refugees.</p> <p>To assist clients to be able to fully participate in Australia's culturally diverse society ie, employment, housing, education and social support.</p> <p>To increase the awareness of clients of their rights and responsibilities as newly arrived migrants and refugees.</p> <p>To undertake service planning, development and integration.</p>
<p><b>Reports To</b></p> <p><b>Key Contacts</b></p> <p><input type="checkbox"/> <b>Internal</b></p> <p><input type="checkbox"/> <b>External</b></p> <p><b>Region Scope</b></p> <p><b>Supervision</b></p>	<p>Counselling Manager</p> <p>CCA staff members, volunteers, and volunteer receptionists.</p> <p>People who are new settlers and their family members; Ryde Hunters Hill Multicultural Network; Local Community Organisation Representatives; Ryde Mental Health Team; Centrelink; Department of Immigration and Citizenship; Department of Housing; Department of Community Services.</p> <p>Ryde and Hunter's Hill LGAs; Eastwood part of Hornsby LGA and the Epping part of Parramatta LGA</p> <p>Staff: Not applicable      Volunteers: Volunteers who work with groups</p>

<p><b>Education</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Tertiary qualifications in Social Work, Community Work, Counselling, and/or Social Sciences,</li> <li><input type="checkbox"/> Evidence of training in casework, presentation skills; group work; planning; computer skills; report writing and statistical collection.</li> </ul> <p><b>Key Results Areas:</b></p> <ul style="list-style-type: none"> <li>* Provision of confidential casework services.</li> <li>* Assessment of clients.</li> <li>* Provisions of options for clients for solutions to settlement difficulties.</li> <li>* Community development and links.</li> </ul> <p><b>Key Job Responsibilities:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assessment of each client's family and home circumstances.</li> <li><input type="checkbox"/> Referral to community services.</li> <li><input type="checkbox"/> Casework and crisis intervention.</li> <li><input type="checkbox"/> Community Education.</li> <li><input type="checkbox"/> Preparation of reports for DIAC and CCA.</li> <li><input type="checkbox"/> Collation of statistics on own client contact.</li> <li><input type="checkbox"/> Support to volunteer receptionists.</li> <li><input type="checkbox"/> Participation in the Ryde Hunters Hill Multicultural Network</li> <li><input type="checkbox"/> Organising the Community Information Expo. and attendance/displays at relevant community fairs/expos.</li> <li><input type="checkbox"/> Community development, groups, mentoring; set up, maintain, monitor &amp; evaluate</li> <li><input type="checkbox"/> Submission writing and budget preparation and monitoring</li> <li><input type="checkbox"/> Project work</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>* at least 12 month's experience in the provision of community settlement services.</li> <li>* effective communication skills.</li> <li>* possible experience in managing clients with suicide ideation</li> </ul> <p><b>Performance Measures:</b></p> <ul style="list-style-type: none"> <li>* satisfactory client satisfaction ratings.</li> <li>* meeting workplan targets</li> <li>* improvements in the wellbeing of clients and their family members.</li> <li>* documented evidence of improvement in the clients' circumstances</li> <li>* satisfactory completion of projects initiated by the Ryde Hunters Hill Multicultural Network.</li> <li>* satisfactory numbers of attendees at the Community Information Expo.</li> <li>* satisfactory performance feedback from the Department of Immigration and Citizenship</li> </ul> <p><b>Job Environment:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Large Neighbourhood Centre.</li> <li><input type="checkbox"/> Working in and away from main office.</li> <li><input type="checkbox"/> Employed under SACS Award Grade 4, (Modern Award Section 2B)..</li> <li><input type="checkbox"/> Position dependent on program income from government department funding and income from donations and fundraising.</li> </ul> <p>Valid driver's licence and vehicle required.</p>
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**OTHER:** The person will have good interpersonal and cross-communication skills. Will have professional presentation capabilities. Ability to work cooperatively within the team environment. Must be dedicated and thorough in the work with clients. Good judgement, confidentiality and a commitment to ethical professional practices are essential for the position. The person will have an understanding of best ways to remove barriers for people of culturally and linguistically diverse backgrounds and people with disabilities to accessing the settlement program. Skills and knowledge of

settlement issues and immigration law are most useful in this position. A second language would be an advantage.