



cultura.

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Position Description:  
*Settlement, Engagement,  
Transition and Support  
(SETS) Case Worker*

<b>Position title</b>	Settlement, Engagement, Transition and Support (SETS) Case Worker
<b>Job type</b>	Full Time and Part Time
<b>Hours of work</b>	Various
<b>Reports to</b>	Manager, Casework Services
<b>Location</b>	The Northern Community Hub Other Cultura locations as required
<b>Department</b>	Settlement and Community Support
<b>Direct reports</b>	N/R
<b>Budget</b>	N/R
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010, Level 4
<b>PD date</b>	April 2024

## Cultura

Cultura is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

**Our Purpose:** Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

**Our Vision:** Empowering diverse individuals and communities to reach their full potential

**Our Values:** Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, Cultura operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

Cultura has around 400 staff, 300 volunteers and an annual operating budget of \$42 million.

## Position summary

The Settlement, Engagement, Transition and Support (SETS) Case Worker may work across programs to develop wrap around services and support for individuals whilst using the Multicultural Policy Statement as a framework. This role works within program guidelines to empower individuals to feel safe and secure, healthy and well, full participation in society, connected to culture and community and have equal rights and opportunities. You will work under general direction with assistance usually available. This will be towards set outcomes with solutions to problems generally found in precedents, if not you may be required to exercise judgement.

## Duties

- Undertake needs assessments with individuals;
- Undertake case plans with individuals, including supporting them to identify, and work towards, their own goals;
- Deliver short term case work, including support, information, advice and referrals;
- Provide longer term, tailored support to individuals;
- Introduce information sessions and activities in response to needs identified;
- Build and maintain good working relationships with key stakeholders and promote understanding and awareness of the needs of clients;
- Work in collaboration with local partners, including referrals, information sharing and best-practice identification;
- Enter all client information, including client centred case plans, case notes, claim requests and alike into required systems;
- Identify emerging needs of individuals/communities and assist in the development of innovative programs/projects as part of the continual improvement of services;
- Assist in the development of work plans, funding and reports;
- Undertake other appropriate duties as required;
- Work from a culturally-sensitive, strength-based framework to support the following client outcomes –
  - ❖ Clients are aware of their specific settlement needs;
  - ❖ Clients identify and take steps towards their own goals;
  - ❖ Clients have their immediate needs addressed;
  - ❖ Clients become aware of services that are available and understand how services operate;
  - ❖ Clients demonstrate greater independence when navigating services;
  - ❖ Clients are aware of and begin to feel comfortable attending services/ programs;
  - ❖ Clients participate in their local communities;
  - ❖ Clients are empowered on a sustainable settlement journey with language proficiency, access to housing, meaningful employment and/or education.

## Qualifications and experience

- Tertiary qualifications in Social Work (Bachelor of Social Work or Bachelor of Psychological Services), or similar field, Diploma of Community Services or significant experience within a refugee settlement environment;
- Current Victorian Drivers Licence;

- 2 years' experience working with newly arrived communities, including demonstrated understanding of the needs of individuals/communities, and the services and resources available to them;
- Relevant case work experience, preferably to clients from multicultural backgrounds in settlement, community health or related area;
- Effective interpersonal, cross cultural communication and client advocacy and referral skills and the ability to liaise effectively with contractual partners, community service providers, clients, their communities and volunteers;
- Sound knowledge of relevant Government policies;
- Demonstrated experience in working autonomously as well as collaboratively within multi-disciplinary teams to achieve goals;
- Strong verbal and written communication, report writing, word processing, organisational and time management skills;
- Case work experience in conducting needs assessments, case planning and implementation using strength-based and/or relevant frameworks.

### **Other Terms and Conditions of Employment:**

- Staff will comply with Cultura OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, and Work Rights Check. Cultura will pay for the costs associated with Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check and Medical Check.
- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

### **Child Safety**

Cultura is committed to the safety and wellbeing of all children and young people. Cultura has zero tolerance for child abuse. Cultura is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Cultura has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

### **Inclusion and Diversity**

Cultura is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

## Expected Behaviors

- acts in accordance with the Cultura code of conduct, and is committed to the Cultura vision, purpose and values;
- acts in accordance with health and safety policy and management system;
- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- acts in a manner consistent with Cultura policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery;
- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies;
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

## Acceptance of offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

<b>Name</b>	
<b>Signature</b>	
<b>Date:</b>	

Please return a signed copy of this Position Description to People and Culture, prior to commencing the role.

