



cultura.

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Position Description:
*Settlement Support
Worker*

Position title	Settlement Support Worker
Job type	Full Time and Part Time
Hours of work	Various
Reports to	Senior Settlement Support Worker
Location	Northern Community Hub and Broadmeadows Office Other Cultura locations as required
Department	Settlement and Community Services
Direct reports	N/R
Budget	N/R
Agreement/Award	Social, Community, Home Care and Disability Services Industry Award 2010, Level 3 – hourly rate commencing at \$37.35 per hour
PD date	January 2025

Cultura

Cultura emerged from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS) who have been serving the Geelong community for more than 40 years with a focus on our multicultural communities.

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

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 services, training and education, financial counselling and disability support. Cultura also operates social enterprises including the popular Pako Festa which is Victoria's largest free multi-arts and multicultural celebration.

Cultura's aim is to empower individuals and communities to reach their full potential and aspires to provide innovative and high-quality responses to the changing needs of its culturally diverse community. Cultura's operations are aligned with its organisational values, with our communities, clients, residents and consumers and with each other. These values are a key part of Cultura's identity and are what brings this important work together successfully.

Cultura employs 400 staff members, 250 volunteers and has an annual operating budget of \$42 million.

Position summary

The Settlement Support Worker will ensure that resettled refugees move seamlessly into their new homes, they are linked with local service providers and that they have a point of contact should issues arise.

Duties

The majority of the activities will involve making linkages with service providers and ensuring that refugees are in receipt of their rights and entitlements. The activities will include –

- Providing immediate support to recently arrived refugees settled in the local community;
- Ensure that refugees are linked to essential registration service providers in the immediate period post arrival, eg: Services Australia (Centrelink), Medicare, ATO;
- Support to secure accommodation, and provide information with regard to the running of their new home. Monitor progress with regards to bill paying, and household maintenance;
- Link refugees to the HSP orientation program to ensure that they are aware of their rights and entitlements and are in receipt of their entitlements;
- Identify community supporters/organizations/groups available locally and making the necessary introductions and linkages;
- Referral to other mainstream services, and support them in their efforts to identify and provide services such as schooling, childcare, health;
- Making appropriate provision for persons with special needs, including working with mainstream service providers with regard to accessing appropriate services;
- Assist with linkages to local sporting and other recreational activities;
- Assist with orientation and transportation of clients as directed;
- Assist with preparing case management plans, quarterly reporting, half yearly reporting and exit report;
- Assist to prepare visa applications and supporting documents. This can range from form filling to following up on the collection of information and documents to compete an application;
- Assist Registered Migration Agents to liaise with visa applicants and sponsors, as directed.

Qualifications and experience

- Ability to speak a community language including, Arabic, Pashto, Dari, Swahili, Farsi, Karen, Hazaragi, Karenni or Ukrainian;
- Ability to work across cultures with sensitivity;
- Community Settlement knowledge and experience;
- Basic visa knowledge in relation to Subclass 202 applications (if applicable);
- Work effectively in a team;
- Maintain client confidentiality and professional boundaries;
- Basic administration skills along with computer knowledge;
- Understanding and utilisation of strengths-based practice;
- Capacity to support clients to build their independence;
- Respectful, attentive, empathetic and supportive nature;
- Current Victorian Drivers Licence (or working towards).

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, Work Rights Check, Medical Check and providing evidence of sufficient COVID 19 vaccinations. 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;
- demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers;
- 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;
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role;
- 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.

Name	
Signature	
Date:	

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

