



POSITION TITLE	Bi Cultural Worker
REPORTS TO	Chief Executive Officer
LOCATION	Mildura
EMPLOYMENT BASIS	Part time –0.6 FTE 22.8 hours per week. Fixed term contract until June 2026
CLASSIFICATION LEVEL	SCHADS Award – Level 3.1
DATE UPDATED	26/08/2025

ORGANSATIONAL BACKGROUND

The Sunraysia Mallee Ethnic Communities Council (SMECC) has been advocating for multicultural communities across the Mallee for more than forty-five years, delivering wrap-around, place-based services aligned with the Settlement Sector Quality Framework. Our work reflects the key pillars of settlement — housing, employment, education, health, language, transport, and community participation — ensuring individuals and families are supported holistically throughout their settlement journey. Our programs include supported multicultural storytime playgroups, youth programs, adult education and training pathways, driving mentoring, food relief, and broader settlement support, we build independence, self-agency, self-efficacy, personal well-being, and provide strong advocacy for the communities we serve.

Position Overview

Bi-Cultural Workers at SMECC use their shared cultural, linguistic, and lived experiences to support multicultural communities—particularly those impacted by migration, displacement, or resettlement. They act as cultural connectors, helping to ensure services are respectful, accessible, and culturally safe.

Their role is central to building trust, strengthening engagement, and advocating for inclusive, responsive systems. Bi-Cultural Workers embody SMECC's core values of being **Supportive, Meaningful, Engaging, Compassionate** and **Collaborative** in every interaction.

This work directly supports SMECC's **vision** of *an empowered and harmonious community* and advances our **mission** to *facilitate and enable the social and economic participation and integration of multicultural communities in regional Victoria*.

By bridging cultures and breaking down barriers, Bi-Cultural Workers help communities thrive and contribute to a more connected, equitable society.

Key Responsibilities	• Provide cultural insights to support culturally safe service delivery across SMECC's programs. • Act as a trusted liaison between community members and SMECC staff or external partners. • Facilitate programs, workshops, and events. • Share accurate information in culturally appropriate ways, including in relevant languages. • Facilitate community understanding of available services and help navigate access pathways. • Assist in translating and reviewing resources to improve accessibility and cultural appropriateness. • Stakeholder management and networking to support capacity building and capability building for multicultural communities to successfully settle in the Mallee.
Other	▪ Adhere to all organisational policies, procedures and practices and safety measures ▪ Undertake other duties consistent with skills and experience as directed

KEY RELATIONSHIPS	
Internal	▪ Reports to and takes direction from the Chief executive Officer. ▪ Works collaboratively and respectfully with all staff across the organisation
External	▪ Interacts in a friendly, professional way with SMECC stakeholders and clients ▪ Builds strong business relationships with SMECC service providers

SELECTION CRITERIA	
Essential	• Bilingual or multilingual skills (including English and one or more community languages spoken in the Sunraysia region). • Strong knowledge of local community networks, dynamics, and community issues. • Strong communication and interpersonal skills, including the ability to work with diverse communities. • Demonstrated experience working with community groups, in advocacy, or in leadership roles. • Experience facilitating group workshops or community meetings. • Experience engaging with stakeholders and navigating multiple perspectives. • Understanding of Australian systems (e.g., Justice, health, housing, education, employment). • Commitment to SMECC's values of inclusion, respect, and community-led practice.

	• Respect for diversity in culture, religion, language, gender identity, and lived experience. • Administrative, computer, and digital literacy skills. • Ability to maintain clear personal and professional boundaries.
Desirable	• Relevant qualifications in community services, education, social work, or related fields (including overseas qualifications). • Knowledge or experience in one or more of SMECC's service areas (e.g., digital literacy, settlement, youth services, food security, education). • Lived experience of migration, refugee background, or cultural knowledge relevant to local communities. • Ability to explain complex systems and information in accessible and culturally relevant ways. • Awareness of the impact of trauma and the principles of trauma-informed care

ADDITIONAL CONDITIONS OF EMPLOYMENT	
Other	Work is generally conducted within the organisation's regular business hours, however some occasional out of hours may be required depending on the circumstances. • A valid Working with Children Check (if applicable). • National Police Check clearance. • Flexibility to travel if required.

Approved Copy:.....

CHIEF EXECUTIVE OFFICER

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DATE

Employee:

NAME

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DATE