



**POSITION TITLE:** Outreach Worker

**REPORTS TO:** Pastoral Care Coordinator

**FUNCTIONAL RELATIONSHIPS:** Internal- Management, Staff, Volunteers  
External-Service Providers, Community Members & Community Agencies.

**REMUNERATION:** (SCHADS) Social, Community, Home Care and Disability Services  
Industry: Award 3.1  
1 FTE to June 30th 2023 (Immediate start)

### **ORGANISATIONAL BACKGROUND**

SMECC first began advocating for Migrants in 1979. Over 40 years later the organisation continues to assist Refugees, Migrants, and all Culturally and Linguistically Diverse (CALD) individuals and families to participate both socially and economically within our community. The Board of Management is made up of highly qualified businesspeople from the Sunraysia area as well as members of different cultural groups who are a vital part of the Mildura community.

### **ABOUT THE ROLE**

The role aims to provide advocacy support, administrative assistance and information regarding vaccine support to CALD community members.

Tasks include but are not limited to:

- Build and grow strong partnerships across the Sunraysia and Mallee multicultural sector.
- Build the capacity of local community networks, organisations, and services to support CALD community members
- Grow the capacity and delivery of the Pastoral Care team, by increasing SMECC's connection with the communities who may be disconnected
- Increase understanding of barriers to health participation and engagement by multicultural and faith communities.
- Promote a collaborative working relationship to promote health, education and social welfare of CALD community members
- Assist the reception team with administration duties when required

The successful applicant will have well-developed interpersonal and communication skills, experience in managing and maintaining effective relationships, sound problem solving skills and the ability to work effectively in a team, as well as independently.

Also of value in this role, an understanding of community engagement and development practice, as well as prior experience in direct community engagement with people from culturally and linguistically diverse backgrounds.

## **POSITION OBJECTIVES**

- Build and grow strong partnerships across the Sunraysia and Mallee multicultural sector.
- Build the capacity of local community networks, organisations, and services to support CALD community members
- Grow the capacity and delivery of the Pastoral Care team, by increasing SMECC's connection with the Malaysian and Chinese speaking communities
- Increase understanding of barriers to health participation and engagement by multicultural and faith communities.
- Improve understanding and adherence to Victoria government health directions in Victoria's multicultural and faith communities.
- Assist the reception team with administration duties when required

## **KEY ACCOUNTABILITIES**

- Build digital literacy of Multicultural groups to safely engage and be socially connected online.
- Encourage community leaders to play an active role in the SMECC multicultural response group.
- Develop strong leadership, organisational capacity, and skills for multicultural groups and become a go-to person for topical community messaging.

## **QUALIFICATIONS /SKILLS/ COMPETENCIES**

- An understanding of health & community services would be well-regarded.
- Bilingual or multilingual skills
- Experience working with CALD communities, including with local community groups and leaders would be well regarded.
- Driver's License
- Current Working with Children Check
- Ability to simplify data/information from websites, social media, and news platforms to communicate effectively with diverse community members.
- Good understanding of local and state provided information in relation to COVID-19.
- High level verbal, written and digital communications skills.
- Ability to work independently and in a team.
- Strong organisation and time management skills.
- Proficient in IT standard software programs, Internet, email, social media and online meeting platforms.

## **ADDITIONAL CONDITIONS OF EMPLOYMENT**

1. A current full driver's license is required. Proof of this is to be supplied on commencement and/or a VicRoads form "*Consent to Release information from VicRoads Records*" will be completed.
2. Pre-employment checks including proof of identity, qualifications and two referees are required. The successful applicant will be required to undergo a criminal records check.
3. A medical declaration maybe required which would require the incumbent to attest to their ability to meet the physical demands and perform the tasks outlined in this position description.
4. Work is general within regular business hours but may be required to work out of office hours on occasions.
5. The details of the statement of duties may be varied from time to time by SMECC Management to meet organization requirements. Any variation shall be done so in consultation with the position incumbent.
6. All SMECC staff are required to work in a manner which is consistent with its HR Manual, Code of Conduct and other policies and procedures, and to constructively support the organization with continuous improvement progresses in these areas.
7. All SMECC staff are required to work in a manner which demonstrates; confidentiality, cultural sensitivity, inclusion, empathy, and non-judgment for those we support. This is to help ensure services are provided and managed efficiently, effectively, and equitably.

## **OCCUPATIONAL HEALTH & SAFETY**

### **Employees will:**

- Prioritise safety above all else
- Take reasonable care of their health and safety.
- Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace.
- Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations.
- Work in a safe manner and adhere to all safe working procedures and practices.
- Encouraging others to work in a safe manner.
- Participate in a consultation process ensuring discussion, sharing, and recording of relevant OH&S information
- Report of all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident.
- Report or rectify any unsafe acts or conditions that come to their attention.
- Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required.
- Participate in OH&S training and activities in a positive manner.