



## Bilingual Health Navigators x 2 (Arabic and Korean speaking positions)

- ✓ Part Time Fixed Term 28 hours p/wk
  - ✓ Above award conditions
- ✓ Attractive not-for-profit salary packaging options
  - ✓ Additional paid wellbeing leave
- ✓ Flexible and hybrid working conditions

**Metro Assist Limited** (formerly Metro Migrant Resource Centre) is committed to social justice and empowering our clients to achieve their full potential in life. We provide settlement services to newly arrived migrants and refugees, employment support to jobseekers facing certain barriers, family support to families with children, tenancy advice and advocacy support to the renters, financial counselling and emergency relief support to people going through financial hardships and undertake community development and education projects and initiatives to empower the communities from diverse background. More information about us is available on our website: [www.metroassist.org.au](http://www.metroassist.org.au)

### About the Role

Metro Assist is seeking to recruit **two Bilingual Health Navigators with language proficiency in Arabic and/or Korean language** for our new Multicultural Health Navigator Program. The program is designed to improve access to health and social support services for individuals from Arabic and Korean speaking communities with limited or no English proficiency living in Canterbury, Strathfield, Burwood, Ashfield, Rockdale, Kogarah, and Hurstville.

**If you are passionate about supporting individuals, and have relevant skills, experience, and language proficiency in either Arabic or Korean, we invite you to join our team as a Bilingual Health Navigator.**

In this rewarding role, you will work closely with clients to understand their unique needs, provide personalised support, and help them navigate complex health and social support systems with confidence. Your responsibilities will include assisting clients with appointments, referrals, completing forms, and navigating online systems, while empowering them to access services independently. You will also use interpreters when needed, ensure accurate data collection for reporting, and contribute to program evaluation and improvement.

The role involves collaborating with the program team to promote the program and recruit participants through community engagement, in-language presentations, and other outreach activities.

This is a unique opportunity to utilise your bilingual skills, cultural knowledge, and passion for helping others while contributing to the growth and success of this impactful program.

A full position description is available on our website <http://www.metroassist.org.au/get-involved/work-with-us.htm>

The salary is based on the SCHCADS Award with Above Award rates of pay, generous salary packaging options are available to increase your take home pay, additional paid leave days are provided to all staff, and flexible/hybrid working options are available to support work life balance. The successful applicant will also benefit from ongoing support & supervision and have access to our confidential Employee Assistance Program offering a range of wellbeing supports.

### Essential Selection Criteria

- Proficiency in English language in Arabic or Korean
- Strong in-language health literacy and understanding of the Australian health and social support system.
- High level of cultural competency, both within their own culture and more broadly
- Proven experience in working with Arabic or Korean communities
- Knowledge of trauma informed practice
- Excellent communication and interpersonal skills
- Ability to build collaborative relationships with external stakeholders
- Ability to conduct assessments of client needs and circumstances and experience in supporting clients to access services
- Ability to work effectively in a team
- Sound IT literacy
- Current Police Check and Working with Children Check (NSW)
- Full NSW Driver's license and access to an insured vehicle for work travel.

#### **Desirable Selection Criteria**

- Relevant qualifications in social work, welfare, community services or health

#### **HOW TO APPLY**

**The application closes on 29 January 2025. Applications will be reviewed as they are received and must be submitted to: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au)** Your application must address each of the selection criteria and include:

- A cover letter
- Statement against selection criteria
- A current resume including your full name, postal address and contact number
- Two of the most recent work-related referees stating names, positions and contact details

For enquiries regarding this position, please contact Jasmien Mguizra on (02) 9789 3744 or email: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au)

**Please note that only shortlisted applicants will be contacted.**

***Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.***

***All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.***

***The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.***