



POSITION DESCRIPTION

Position Title	Bilingual Health Navigator (Arabic or Korean)
Employment Status	Part Time (28 hours)
SCHCADS Award	SCHCADS Award Level 3 to 4
Reporting to	Team Leader - SETS
Directly Supervising	Volunteers and/or Student Placements
Work Area	Canterbury, Strathfield Burwood, Ashfield, Rockdale-Kogarah and Hurstville
Office location	Campsie
Outreach Locations	Advance Diversity Services, Hurstville and Rockdale offices and locations within the work area
Date Prepared	January 2025
Employment Conditions	Working with Children Check and National Police Check

Position Summary

The Multicultural Health Navigator (MHN) Program is funded by Eastern Sydney Primary Health Networks (CESPHN) and aims to assist individuals with limited or no English proficiency in accessing health and social support services. The program addresses the challenges faced by people from culturally and linguistically diverse (CALD) backgrounds in accessing essential services, with the ultimate goal of enhancing health equity. By helping individuals overcome these barriers, the program ensures they can access the services necessary for their well-being.

Metro Assist delivers the Multicultural Health Navigator Program in the Canterbury, Strathfield, Burwood, Ashfield, Rockdale, Kogarah, and Hurstville areas to eligible Arabic and Korean speaking individuals under a subcontracting arrangement with the lead agency, Advance Diversity Services.

This position is responsible for supporting individuals from the service areas who speak Arabic or Korean language and have no or limited English to access health and social support services. This involves conducting intake assessments, understanding clients' needs, and helping them navigate the healthcare and social support systems. The role also includes promoting the program, recruiting eligible clients, and collaborating with team members within the organisation and with the lead agency to ensure the effective delivery of services.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
Vision, Mission and Values	<ul style="list-style-type: none"> Have a comprehensive knowledge of the organisation's vision, mission and values and its application within the community context. 	<ul style="list-style-type: none"> Understands and articulates the significance of Organisation's Vision, Mission, and Values; Is able to apply them in client services and representation at/to external agencies including external inter-agencies and working parties.
Practices / Safety / Standards	<ul style="list-style-type: none"> Adhere to Organisation's Policies and Procedures, the Code of Conduct and all relevant legislation (e.g.: WHS) and standard Adopt a professional approach to practice including client representation and financial reporting. Adhere to the Multicultural Health Navigator Program Guidelines and Australian Charter of Healthcare Rights Have an understanding of the Service's policies and protocols in relation to client support and conflict of interest. 	<ul style="list-style-type: none"> Is conversant with Organisation's policies, procedures, Codes of Conduct and relevant legislation and safe work practices and effectively applies these in workplace including outreach locations. Participates in risk assessments and WHS training and activities. Effectively applies program guidelines and work practices.
Leadership/Teamwork	<ul style="list-style-type: none"> Able to work with minimal supervision and escalate issues as appropriate. Work collaboratively across the Program Team, with other Metro Assist staff and Program Coordinator, intake officer and bilingual workers of MHN program lead agency Provide guidance to volunteers/students on work placements as required. 	<ul style="list-style-type: none"> Actively participates in discussions within the service on issues relevant to Program Demonstrates initiative and participates in providing responses to service delivery issues and contributes to service development. Demonstrates initiative and participates in team problem-solving. Works collaboratively with colleagues across the organisation to raise awareness of the program

	<ul style="list-style-type: none"> • Understand the techniques of conflict resolution within the work environment. 	
Continuous Improvement	<ul style="list-style-type: none"> • Understand the elements of continuous improvement in relation to service delivery; including why the process is undertaken; how information and data is gathered and assessed; and how continuous improvement is applied. • Participate and contribute to the development of innovative approaches to client service delivery. • Understand Metro Assist client feedback/complaint mechanism 	<ul style="list-style-type: none"> • Participates in service reviews, continuous improvement/development and planning functions. • Contributes to team discussions around services, emerging needs, trends and service best-practices. • Encourages Client feedback, complaints & complements.
Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Effectively and positively engage with team members within the service team and across the organisation and with external agencies. • Represent the service and the organisation in external service meetings, Inter-agencies; and working parties. • Build and maintain a network of contacts within the health system and networks, relevant ethnic community groups and effectively collaborate with those agencies in assisting client. • Deal with emerging crises and seek support from the supervisors where necessary/ according to Metro Assist policies and guidelines. • Resolves conflict with assistance. • Demonstrate effective listening skills and seek, provides and/or share information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, internal and external stakeholders, and respects confidentiality. • Communicates effectively through a range of media, including written, oral and electronic. • Researches and collates relevant information and prepares/contributes to reports. • Understands organisational protocols relating to conflict resolution and abide by and implement it. • Shows empathy and uses assertive listening skills while dealing with clients and staff. • Maintains a respectful and professional approach towards relationships with stakeholders, staff and clients.

FUNCTIONAL RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
<p>Client Services and Case work</p>	<ul style="list-style-type: none"> • Provide individual support to clients in accessing health and social services, including: <ul style="list-style-type: none"> - Assisting with arranging travel to and from appointments - Supporting clients to identify available health and other support services - Referrals to primary health and other community support services - Support with completion of forms - Support with navigating online portals - Support with communication to access services as needed, e.g. assisting clients to communicate with service providers to arrange appointments or use of interpreters - Helping clients build self-efficacy and their ability to self-navigate the system - Conduct client exits from the program including collaborative exit planning with the client. - Support client in reinstate contact with the service if their needs change after exit and if they require further support. • Participate in promotional activities to raise awareness and recruit clients, such as in-language presentations, open days, appearing on community radios, forums and outreach. 	<ul style="list-style-type: none"> • Effectively Provides information, advice and/or referral (internal/external) and assistance in identifying and accessing appropriate health and social support. • Uses good listening skills to ensure that the needs of the client are identified as part of the advice provided. • Ensures that the service is accessible and provides a safe and positive environment to clients. • Makes appropriate and effective referrals to other internal and external services and programs. • Adheres to relevant policies and guidelines relating to client consent, and authorities to act. • Completes all essential training relevant to the role • Discusses and negotiates case allocation and caseload with Team Leader and executes the role with competence. • Encourages feedback from clients and stakeholders.

	<ul style="list-style-type: none"> • Contribute to the creation of promotional materials, including translation and proofreading. • Attend relevant inter-agencies and engage with stakeholders. 	
Data Management and Reporting	<ul style="list-style-type: none"> • Comply with the funding body and Metro Assist's recordkeeping and reporting systems and requirements including online systems. • Prepare monthly progress reports in line with the service requirements. • Participate in and support relevant review and evaluations related to the program, including collection of data, preparing case studies and sharing service insights. 	<ul style="list-style-type: none"> • Enters client records onto the database on a regular basis and maintains client appointments calendar and client files in accordance with the Service's policies and guidelines. • Meets data collection and reporting requirements according to contractual reporting obligations and internal reporting requirements. • Ensure submitted data and reports are of high quality.
Compliance	<ul style="list-style-type: none"> • Comply with Metro Assist information security policies, standards, and procedures relevant to the program area. • Ensure the security and protection of information assets under custody. • Comply with all regulatory and organisational procedures around confidentiality and reporting, as relevant including confidentiality and privacy of client information at all levels of the organisation. 	<ul style="list-style-type: none"> • Compliance with relevant policies, procedures and guidelines. • Attends security awareness training and promptly follows up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches according to Metro Assist policies.
Business Communications	<ul style="list-style-type: none"> • Actively liaise and participate in discussions with staff and external agencies. • Respond to routine correspondence from external services. 	<ul style="list-style-type: none"> • Responds in a timely and efficient manner to emails, memos and correspondence. • Shares information with team members and other staff and identifies opportunities to promote the program.

	<ul style="list-style-type: none"> Act as minute taker at meetings as outlined in the team roster. 	<ul style="list-style-type: none"> Prepares and maintains minutes of meetings.
Administration	<ul style="list-style-type: none"> Prepare payment requisitions for expenditure related to the program and undertake administration tasks related to the program. 	<ul style="list-style-type: none"> Completes program administrative requirements efficiently, accurately and in a timely manner.
<u>Special Projects/Tasks</u> As and when required	<ul style="list-style-type: none"> Assist the Program Team with organising events, forums or attending open days. Additional tasks within the defined Scope, Specification, time frames and budget including. 	<ul style="list-style-type: none"> Satisfactory completes tasks/role within the defined Scope, Specification, time frames and budget.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO, 15 January 2025

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my team leader or manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____