



metro assist

POSITION DESCRIPTION

Position Title	SETS Client Support & Community Engagement Officer
Employment Status	Full Time 35 hrs p/wk
SCHCADS Award	SCHCADS Award Level 4 Pay Point 1
Reporting to	Team Leader - SETS
Directly Supervising	Volunteers and/or Student Placements
Work Area	Canterbury-Bankstown and Inner West LGA
Office location	Campsie, Bankstown and other sites as required
Outreach Locations	Local Community Service Centres
Date Prepared	July 2024
Employment Conditions	Working with Children Check and National Police Check

Position Summary

The Settlement Engagement and Transition Support (SETS) program aims to empower newly arrived migrants and refugees to feel safe and secure, healthy & well, participate fully in society, connect to culture & community and have equal rights and opportunities. The position is responsible for providing case work support, in collaboration with mainstream services, to clients and families from refugee and migrant backgrounds who reside in the Inner West and Canterbury Bankstown areas. The role also supports the SETS DFV Specialist, SETS Youth Specialist and the Community Capacity Building Project Officer to develop local services and communities to understand and respond to challenges within their sphere of influence, with a focus on the experiences of migrants and refugees. It also contributes to the advocacy for culturally informed practices including DFV across a range of networks and services. This will be achieved through casework, referrals, outreach, organising group activities, education sessions, as well as stakeholder engagement, working in collaboration with the members of the SETS and Employment teams.

The role must adhere to both the SETS and Metro Assist reporting requirements and guidelines including a comprehensive understanding of the organisation's privacy and information security policies; and must remain informed of any program, policy, legislative and service changes as they develop.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Vision, Mission and Values	<ul style="list-style-type: none"> • Have a comprehensive knowledge of the Centre’s vision, mission and values as well as its strategic plan and its application within the community context. 	<ul style="list-style-type: none"> • Understands and articulates the significance of Centre’s Vision, Mission, Values and strategic plan; Is able to apply them in client services and representation at/to external agencies including external interagencies and working parties. 	
Practices / Safety / Standards	<ul style="list-style-type: none"> • Adhere to Policies and Procedures, the Code of Conduct and all relevant legislation (eg: WHS) and standards. Adopt a professional approach to practice including client representation, financial reporting. • Adhere to the SETS program guidelines • Have an understanding of the Service’s standards in relation to client representation and conflict of interest. 	<ul style="list-style-type: none"> • Is conversant with Centre’s procedures, Codes of Conduct and relevant legislation and safe work practices. • Effectively applies the Centre’s policies and procedures in relation to safety and standards in both the Centre’s workplaces and outreach workplaces located in external agencies. • 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 Settlement and Employment Teams, with other Metro Assist staff and SETS Contract Partners. 	<ul style="list-style-type: none"> • Actively participates in discussions within the Service on casework issues relevant to settlement. • Makes effective referrals to other internal services and programs. 	

	<ul style="list-style-type: none"> • Provide guidance to volunteers/students on work placements as required. • Understand the techniques of conflict resolution within the work environment. 	<ul style="list-style-type: none"> • Demonstrates initiative and participates in the development of Service submissions/responses to settlement issues and contributes to service development working parties. • Demonstrates initiative and participates in team problem-solving. • Works collaboratively with colleagues across the organisation to raise awareness of the program 	
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Understand the elements of continuous improvement in relation to the provision of settlement services to newly arrived migrants and refugees; 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. • Resolve problems in relation to client service delivery and foresee the consequences in relation to service delivery. 	<ul style="list-style-type: none"> • Participates in service reviews, development and planning functions. • Contributes to team discussions around services, program knowledge, trends and best-practices. • Attends training and conferences and provides feedback to the Team. 	

<p>Interpersonal Skills and Communication</p>	<ul style="list-style-type: none"> • Effectively and positively engage with other staff in the Service, other Teams within the Centre and with external agencies. • Represent the Service and the Centre in a range of forums, external agencies, Interagencies; and working parties. • Build and maintain a network of contacts within the Centre; Settlement, Migrant and Refugee Networks and external agencies and effectively collaborate with those agencies to assist with resolving client issues. • Deal with emerging crises and seek more experienced support where necessary. • 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. • Effectively uses existing networks to initiate and engage in discussions relevant to settlement and refugee issues. • 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. • Encourages Client feedback, complaints & complements. 	
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FUNCTIONAL RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p>Client Services and Case work</p>	<ul style="list-style-type: none"> • Understand the principles of person-centred service delivery and the principles underlying SETS programs. • Undertake client needs assessments • Develop case plans for clients, including supporting them to identify and work towards their goals, as part of an integrated and person-centred approach • Deliver short term casework, including support, information, advice and referrals • Provide longer term, tailored support to individuals and families • Ensure clients have access to the Service’s and Centre’s complaint processes. • Develop professional competence when advocating for client needs and/or pursuing formal advocacy activities with government bodies on behalf of clients. 	<ul style="list-style-type: none"> • Provides information, advice and/or referral on Settlement domain issues in accordance with the principles of plain English. • 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. • Has a working knowledge of complex client needs around DFV and makes internal referrals to assist in the delivery of services. • 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. • Makes appropriate judgements on client intake and eligibility. 	

		<ul style="list-style-type: none"> • 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. 	
Data Management and Reporting	<ul style="list-style-type: none"> • Have a thorough working knowledge of the CDS system/database. • Have a thorough understanding of the Department's and Metro Assist recordkeeping, reporting and filing systems. • Complete other program specific reporting requirements • Participate in relevant research and evaluations related to this role, including collection of data and preparing case studies 	<ul style="list-style-type: none"> • Enters client information onto the CDS database on a weekly/regular basis. • Maintains a diary/calendar for client appointments. • Opens and maintains client files in accordance with the Service's policies on client files and record keeping. • Provides timely and accurate reports, case notes and data to Team Leader and to the Funding body to meet contractual reporting obligations. • Contributes information and data for reports to the Metro Assist Board. 	
Community Education, Development and Capacity Building	<ul style="list-style-type: none"> • Understand the principle of community education and development as both an intervention and capacity building tool for clients and other community organisations. 	<ul style="list-style-type: none"> • Actively participates in team meetings to identify priorities and support planning for community education and development. 	

	<ul style="list-style-type: none"> • Work with communities to increase understanding of settlement issues using relevant models and tools. 	<ul style="list-style-type: none"> • Assists in the delivery of community education and development sessions as required. • Actively participates in community information sessions as requested by the Team Leader. • Identifies emerging needs of individuals/communities and assists in the development of innovative programs/projects. 	
Compliance	<ul style="list-style-type: none"> • Comply with Metro Assist information security policy, standards, strategic plan, policies 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 • Ensure the confidentiality and privacy of client information at all levels of the organisation 	<ul style="list-style-type: none"> • Attends security awareness training and promptly follows up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches. • Encourages feedback from staff, the funding body and other stakeholders. 	
Business Communications	<ul style="list-style-type: none"> • Prepare reports as requested and maintain accurate case notes. • 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 reinforce and promote the program and its activities to clients 	

	<ul style="list-style-type: none"> Act as minute taker at meetings as outlined in the team roster. 	<p>and stakeholders through a range of mediums (eg: print, website, newsletters)</p> <ul style="list-style-type: none"> Prepares and maintains minutes of meetings. 	
Problem Solving/Innovation	<ul style="list-style-type: none"> Understand and interpret complicated guidelines/procedures. Resolve problems requiring the practical application of theory. 	<ul style="list-style-type: none"> Engages in planning with staff, the Team Leader, the Program Manager and other internal services to address barriers to client access with the aim of strengthening the Service. 	
Administration	<ul style="list-style-type: none"> Prepare payment requisitions for expenditure related to the program. Undertake other administration tasks that the program may require 	<ul style="list-style-type: none"> Completes program administrative requirements accurate and in a timely manner. 	
<u>Special Projects/Tasks</u> As and when required by the Chief Executive Officer/Manager/Team Leader	<ul style="list-style-type: none"> Organise weekly information sessions during school terms for the Bangladeshi speaking community, including liaising with guest speakers and engaging clients. Conduct intake assessments, including those related to Domestic and Family Violence (DFV), and refer DFV clients to DFV Specialist. Provide casework, advocacy and referrals (low & medium intensity). Engage with diverse communities in the service area as per approved SETS workplan. Assist the SETS Team with organising events, forums or attending open days. Attend relevant interagencies and engage with stakeholders. Produce monthly reports as requested. 	<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, July 2024

Employee Acknowledgement

I acknowledge the following:

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

Employee Name: _____

Employee Signature: _____

Date: _____
