



metro assist

POSITION DESCRIPTION

Position Title	SETS Capacity Building Officer
Employment Status	Full Time 35 hrs p/wk
SCHCADS Award	SCHCADS Award Level 5
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 assist newly arrived migrants and refugees, empowering individuals to feel safe and secure, healthy & well, participate fully in society, connect to culture & community and have equal rights and opportunities.

This position adopts an early intervention approach to equip new and emerging communities as well as ethno-specific organisations to address their identified settlement needs and improve social participation, economic wellbeing, independence, personal wellbeing and community connectedness

As the senior support position for the SETS Team Leader, the CCB Project Officer focusses on coordinating events and group engagement sessions in partnership with SETS team members. The support may include the development of leadership and governance skills within communities, linkages to the broader community, facilitating the interaction with government and local stakeholders, as well as access to resources and facilities.

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; able to apply them in community engagement 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 (e.g. WHS) and standards. Adopt a professional approach to practice including community representation and financial reporting. Adhere to the SETS program guidelines Understand the Service's standards in relation to community representation and conflict of interest. 	<ul style="list-style-type: none"> Is conversant with the 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 escalates issues as appropriate. 	<ul style="list-style-type: none"> Actively participates in discussions within the Service on community engagement and capacity building issues relevant to settlement. 	

	<ul style="list-style-type: none"> • Work collaboratively across the Settlement and Employment Teams, with other Metro Assist staff and SETS Contract Partners. • 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"> • Makes effective referrals to other internal services and programs. • Demonstrates initiative and participates in the development of Service submissions/responses to settlement issues and contributes to service development working parties. • Demonstrates initiative and supports the SETS Team Leader 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 community capacity building and client service delivery. • Resolve challenges in relation to community engagement and be mindful of consequences in relation to service delivery. 	<ul style="list-style-type: none"> • Participates in service/program reviews, development and planning functions. • Contributes to team discussions around community engagement, 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 issues in relation of the Program. • Deal with emerging crises and seek more experienced support where necessary. • Resolve conflict with assistance, as identified. • Demonstrate effective listening skills and seek, provide and/or share information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with community leaders/members, 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 community members, clients and staff. • Maintains a respectful and professional approach towards relationships with stakeholders, staff and clients. • Encourages Community/Client feedback, complaints & complements. 	
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FUNCTIONAL RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p>Advocacy & Support</p>	<ul style="list-style-type: none"> • Understand the principles of person-centred service delivery and the principles underlying SETS programs. • Provide opportunities for small ethno-specific groups to participate in the broader community and interact with local stakeholders on settlement issues • Assist community groups to access community resources and facilities to support their capacity to self-organise • Ensure community members have access to the Service’s and Centre’s complaint processes. • Develop professional competence when advocating for community needs and/or pursuing formal advocacy activities with government bodies on behalf of communities. 	<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 community are identified as part of the advice provided. • Ensures that the service is accessible and provides a safe and positive environment to community leaders. • 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 consent, and authorities to act. • Completes all essential training relevant to the role • Encourages feedback from the community and stakeholders. 	

<p>Data Management and Reporting</p>	<ul style="list-style-type: none"> • Has a thorough working knowledge of the CDS system/database. • Has a thorough understanding of the Metro Assist recordkeeping and filing systems. • Complete other program specific reporting requirements • Participate in relevant research and evaluations related to this role, including the collection of data and preparing case studies 	<ul style="list-style-type: none"> • Enters information onto the CDS database on a weekly 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. 	
<p>Community Education, Development/skills training and Capacity Building</p>	<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. • Work with communities to increase understanding of settlement issues using relevant models and tools. 	<ul style="list-style-type: none"> • Actively participates in team meetings to identify priorities and support planning for community education and development. • Develops and delivers project management skills in ethno-specific community groups and organisations with a view to sustaining such groups and organisations in the long term • Actively delivers and participates in community information sessions as requested by the Team Leader. 	

<p>Community engagement</p>	<ul style="list-style-type: none"> • Undertake consultation with ethno-specific community groups to identify common goals, interests and needs with a view to developing community settlement strategies and plans that will assist communities to establish groups and/or informal associations • Establish effective links and connections that facilitate referrals from a range of sources (self-referral; non-government community agencies; legal services; other government departments; or within Metro Assist) • Strengthen relationships with key stakeholders who are integral to providing holistic & quality services. • Establish and maintain partnerships and links to other relevant agencies 	<ul style="list-style-type: none"> • Identifies emerging needs of individuals/communities and assists in the development of innovative programs/projects • Links and connections are established with a range of stakeholders • Relationships with stakeholders are strong and continue to grow • Identified Community Needs are systematically addressed. 	
<p>Mentoring/Peer Support</p>	<ul style="list-style-type: none"> • Support leaders/staff of community organisations to establish and maintain relationships with individuals and/or organisations that are able to provide support and services 	<ul style="list-style-type: none"> • Community organisations are established and are able to operate with minimal support 	
<p>Compliance</p>	<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. 	<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. 	

	<ul style="list-style-type: none"> • 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 		
Business Communications	<ul style="list-style-type: none"> • Prepare reports as requested and maintain accurate notes. • Liaise and participate in discussions with staff and external agencies. • Respond to routine correspondence from external services. • Act as minute taker at meetings as outlined in the team roster. 	<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 and stakeholders through a range of mediums (eg: print, website, newsletters) - Prepares and maintain 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 strengthen 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 in an accurate and timely manner. 	
Special Projects/Tasks As and when required by the Chief Executive Officer/Manager/Team Leader	<ul style="list-style-type: none"> • 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: _____
