

POSITION DESCRIPTION

Position Details

Item	Description
Position Title	Bilingual Health Navigator (Korean)
Program Name	Multicultural Health Navigator (MHN) Program – CESP HN funded
Position Type	Fixed term Part-Time (28 hours)
Classification	SCHADS Grade 4
Reports To	Team Leader – SETS
Direct Reports	Volunteers and/or Student Placements
Office Location	Canterbury, Strathfield, Burwood, Ashfield, Rockdale, Kogarah, Hurstville

Position Purpose

The Multicultural Health Navigator Program assists individuals with limited or no English proficiency to access health and social support services. The role supports Korean-speaking clients to navigate the healthcare and social systems, conducts intake assessments, promotes the program, recruits eligible clients, and collaborates with Metro Assist and the lead agency (Advance Diversity Services) to ensure effective service delivery.

Key Responsibilities

Responsibility Area	Key Activities
Client Services & Case Work	Provide individual support including: arranging travel, identifying services, referrals, form completion, navigating online portals, communication support, building client self-efficacy, conducting exits and re-entries, and participating in promotional activities (in-language presentations, open days, radio, forums, outreach).
Data Management & Reporting	Maintain client records, calendars, and files; meet reporting requirements; prepare monthly progress reports; support evaluations and case studies.
Compliance	Comply with information security policies; protect information assets; maintain confidentiality; report security incidents.
Business Communications	Liaise with staff and external agencies; respond to routine correspondence; share program information.
Administration	Prepare payment requisitions and complete administrative tasks.
Special Projects / Tasks	Assist with events, forums, open days, and additional tasks within scope, timeframes, and budget.

Key Relationships

Internal	External
• Program Team • Program Coordinator	• Advance Diversity Services • Ethnic community groups • External agencies

Key Capabilities

- Strong interpersonal and communication skills
- Ability to work independently and collaboratively
- Understanding of conflict resolution techniques
- Ability to engage CALD communities
- Competence in client support, referrals, and case management
- Data entry accuracy and reporting capability
- Professional conduct aligned with organisational values

Qualifications and Experience

Essential:

- Relevant qualifications or experience in community services, health navigation, or CALD client support
- **Fluency in Korean**
- Experience working with CALD communities
- Understanding of health and social support systems
- Ability to deliver in-language presentations and outreach
- Ability to maintain confidentiality and adhere to policies

Desirable:

- Experience in case work
- Experience in community radio, forums, or promotional activities
- Experience supervising volunteers or students

Compliance Requirements

- Current Working with Children Check
- Current National Police Check
- Current Driver Licence
- Compliance with organisational policies and procedures
- Complies with Stepwise Community Services information security policies, standards, plans and procedures relevant to the program area.

- Maintains the security, confidentiality and appropriate handling of client and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation's values, comply with relevant legislation and contribute to a respectful and safe workplace.

Decision Making and Accountability

Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

Document Control (Administrative Use Only)

This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	Position Description - Bilingual Health Navigator (Korean)
Program / Team	Settlement Engagement & Transition Support (SETS) Program
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