

POSITION DESCRIPTION

Position Details

Item	Description
Position Title	SETS Generalist Worker – Palestinian Engagement
Program Name	Settlement Engagement and Transition Support (SETS) Program
Position Type	Part-Time, Fixed Term (21 hours per week) until 30 June 2027
Classification	SCHADS Grade 3
Reports To	SETS Client & Community Engagement Team Leader
Direct Reports	Nil
Office Location	Bankstown, Campsie and other sites as required

Position Purpose

The SETS Generalist Worker – Palestinian Engagement supports newly arrived migrants and refugees to build self-reliance, access services and participate fully in the broader community.

The position has a specific focus on engaging with Palestinian communities and strengthening connections between the SETS program and Palestinian grassroots organisations, ethno-specific organisations, community leaders and community members.

The role provides culturally responsive settlement support through client engagement, casework, referrals, community outreach and information sessions. The position requires an understanding of the settlement experiences, strengths and challenges of Palestinian migrants and refugees, including issues relating to displacement, trauma, language barriers, family wellbeing, housing, health, education, employment and social participation.

The role requires strong Arabic language capability and the ability to build trusted relationships with individuals, families and community networks while applying culturally safe, trauma-informed and strengths-based approaches.

Key Responsibilities

Responsibility Area	Key Activities
Client Support and Settlement Casework	• Provide person-centred settlement support to eligible SETS clients through information, advice, advocacy and referrals. • Assess client needs and provide appropriate support relating to settlement outcomes including housing, health, education, employment, transport, family wellbeing and community participation. • Support clients from Palestinian backgrounds to navigate government and community services through culturally appropriate engagement. • Provide appropriate referrals to internal and external services including health, education, employment, housing and community supports.

Responsibility Area	Key Activities
	• Build effective working relationships with settlement providers, government agencies and community organisations. • Advocate for client needs within organisational policies and delegated authority. • Identify community needs, emerging settlement issues and barriers impacting Palestinian communities and share insights with the SETS team. • Maintain professional boundaries, confidentiality, client consent and safeguarding requirements when providing support.
Community Engagement and Outreach	• Develop and maintain relationships with Palestinian grassroots & ethno-specific organisations, community leaders, faith leaders and community members. • Conduct community outreach activities to increase awareness of SETS services and improve access for Palestinian migrants and refugees. • Plan, coordinate and facilitate a weekly Palestinian community group to promote social connection, settlement information, community participation and wellbeing. • Support community-led initiatives, engagement activities and partnerships that strengthen settlement outcomes. • Support the planning and delivery of community information sessions in Arabic where required. • Provide accessible information about settlement services, community resources, rights and responsibilities. • Promote participation, inclusion and community capacity building through culturally appropriate activities and events.
Data Management and Reporting	• Maintain accurate client records, case notes and program documentation in accordance with organisational requirements. • Complete timely data entry and contribute to SETS reporting requirements. • Maintain client files and information securely in line with privacy and information security policies.
Team Contribution and Continuous Improvement	• Participate in team meetings, supervision, training and case discussions. • Share community knowledge and emerging issues to support responsive service delivery. • Contribute to continuous improvement activities, service reviews and program development.

Key Relationships

Internal	External
• Settlement and Employment Services Manager. • SETS Client & Community Engagement Team Leader and SETS program staff. • Other Stepwise program teams and service streams.	• Palestinian grassroots organisations. • Palestinian community leaders and faith leaders. Ethno-specific organisations and community groups & members. • Settlement service providers and referral agencies.

• Students and Volunteers.	• Local councils, government agencies, health and education services. • Interagencies, communities of practice and sector network.
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Key Capabilities

- Strong ability to engage with culturally and linguistically diverse communities, particularly Palestinian migrant and refugee communities.
- Established understanding of Palestinian community needs, strengths, settlement experiences and barriers to service access.
- Ability to build trusted relationships with grassroots organisations, community leaders, community groups and community members.
- Strong Arabic and English communication skills, with the ability to provide culturally appropriate information and support.
- Demonstrated capability in client support, casework, referrals and community engagement activities.
- Understanding of settlement services, refugee experiences, trauma-informed practice and culturally safe service delivery.
- Ability to conduct outreach activities and support community information sessions. Strong interpersonal skills with the ability to communicate effectively with clients, colleagues and external stakeholders.
- Ability to maintain accurate records, manage confidential information and meet reporting requirements.
- Commitment to strengths-based, inclusive and client-centred practice.

Qualifications and Experience

Essential:

- Relevant qualification or demonstrated experience in Community Services, Community Development, Social Services, Human Services or a related field.
- Demonstrated experience supporting migrants, refugees or culturally diverse communities.
- Demonstrated experience in community engagement, outreach, casework or client support.
- Strong understanding of settlement challenges experienced by newly arrived migrants and refugees.
- Ability to communicate effectively in Arabic and English.
- Experience maintaining client records, case notes and service documentation.

Desirable:

- Lived experience of migration, displacement or strong connection with Palestinian communities.
- Established relationships with Palestinian community organisations, grassroots groups or community networks.
- Experience working in settlement services or government-funded community programs.
- Experience facilitating community information sessions, workshops or outreach activities.
- Understanding of safeguarding frameworks, trauma-informed practice and culturally safe service delivery.

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

The SETS Generalist Worker – Palestinian Engagement is responsible for delivering client support, community engagement and settlement activities within the scope of the role, organisational policies, SETS Program Guidelines and delegated authority.

The position exercises professional judgement when assessing client needs, providing information and referrals, engaging with community stakeholders and responding to settlement issues affecting Palestinian communities.

The role is accountable for maintaining professional standards, accurate documentation, confidentiality, compliance with program requirements and effective engagement with clients and community networks.

Complex client matters, safeguarding concerns, significant risks, privacy issues or matters outside delegated authority are escalated to the SETS Client & Community Engagement Team Leader and Employment Services Manager.

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		

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