

# Position Description

<b>Title</b>	Community Guide [Bi-lingual Worker Dari – Hazaraghi – Persian - Farsi]
<b>Business Unit</b>	Community Development
<b>Location</b>	Shepparton
<b>Employment type</b>	Part time (0.2 EFT) ongoing 15.2 Hours per fortnight
<b>Reports to</b>	Team Leader – SETS and CFC

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Community Guide is responsible for the day to day orientation and support of newly arrived clients, individuals and families, in the community in the client's first language. CG also provides outreach support at local Kinders and assists clients to identify strengths, articulate goals and priorities and achieve the fundamentals for settlement in a new country playing a significant role in orientation in early education settings.

### 2. Scope

**Budget:** TBA

**People:** No direct reports

### 3. Relationships

#### Internal

- HSP, SRSS, SETS and CFC teams

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- Uniting staff

#### External

- Primary Care Connect
- Kindergartens in Shepparton
- Family Care
- Greater Shepparton Council
- SELC
- GO TAFE
- Ethnic Council in Shepparton
- Primary Care Connect – Refugee Health Team

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## 4. Key responsibility areas

### Service Delivery

- Outreach to Kinders and support families and kinder teachers
- Reporting and Scoring in DEX
- Attend other meetings with clients as required
- Regular communication with case managers about important observations of clients and their needs
- Regular communication with HSP /SETS and CFC re client needs
- Educate the case managers and other relevant organisations about the cultural background and needs of clients
- Provide input and insights from on the ground experience to program planning and review.
- Working in collaboration with the Case Manager, provide orientation sessions for clients and settlement information about life in Australia and the local community

### Community capacity building

- Together with the Team Leader, the role works with community leaders, community members, service providers and others to raise awareness and reduce stigma associated with accessing mental health support within refugee, asylum seeker and migrant communities in Shepparton

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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#### 5. Performance indicators

##### Service Delivery

- Provides comprehensive and flexible support, timely information, and referrals, including in collaboration with other agencies independently.
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#### 6. Person specification

##### Qualifications

- Cert III in English
- Fluent in another community language is required

##### Experience

- Relevant health or community services experience is preferred.
- Understanding and commitment to community development, community capacity building and community relationships involving partnerships and effective collaboration.

##### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
  - **Leadership:** Highly developed leadership skills, ability to align teams with organizational values, providing effective people management and role modelling expected behavior
  - **Communication:** Well developed communication and interpersonal skills including ability to prepare presentations, reports and business proposals.
  - **Service Management:** Proven track record effectively overseeing all operational management of integrated human services including people management, financial, risk and compliance, reporting, evaluation and program analytics.
  - **Change Management:** Ability to lead people through major change, whilst maintaining a strong focus on client outcomes.
  - **Stakeholder Relationships:** Proven track record in developing engaged relationships with a range of stakeholders including government, community services and corporate partners.
  - **Cultural Awareness:** Demonstrated experience and knowledge of issues facing culturally and linguistic diverse communities and people from culturally and linguistic diverse backgrounds.
  - **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
  - **Consumer Focused:** Achieve results through their teams.
  - **Driver's License:** A current Victorian Driver's License is essential
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#### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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#### 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

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**Employee**

**Manager**

Name:

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Signature:

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Date:

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