

# POSITION DESCRIPTION



## SETTLEMENT SUPPORT WORKER

### Settlement

#### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Our Vision

Building a Just Society

#### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

#### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

#### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Position details

POSITION TITLE:	Settlement Support Worker
PROGRAM:	Settlement
LOCATION:	SUNSHINE
REPORTING RELATIONSHIPS:	This position reports directly to Manager, Community Development and Support This position doesn't have any direct reports
EFFECTIVE DATE:	September 2023

## Position Purpose

- To provide settlement related information, advice, advocacy and assistance to individuals, families, and communities to address issues arising from their settlement experience
- To provide settlement services within a culturally safe, person-centered, trauma-informed, strengths-based service delivery framework

## Program Purpose

### Settlement Program

The Settlement Program is funded by the Department of Home Affairs (DHA) to support eligible newly arrived migrants and their communities to address their settlement needs. The program operates from Jesuit Social Services' Sunshine site to deliver case management services, outreach, group information sessions, and referrals to mainstream services and supports. Participants are supported to overcome barriers to their sense of wellbeing, social participation, community connectedness, educational attainment, and economic independence.

## Duties of the position

- Provide effective, responsive, and culturally appropriate support, advocacy, advice and onward referrals to eligible migrants who have arrived in Australia in the last five year
- Work closely with participants, services, and stakeholders to deliver settlement services in line with participant and program objectives
- Support the design and delivery of settlement related group work on topics identified by new and emerging communities
- Capture participant and program information, outcomes and data via the organisational client management system (CMS) to ensure best practice and accountability, and to facilitate program reporting

## Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in community services, case management, social work or related field
2. Demonstrated ability to work safely and effectively with newly arrived individuals, families and communities
3. Strong advocacy skills to facilitate positive outcomes for settlement participants
4. Demonstrated awareness of the complexity of needs experienced by newly arrived migrants
5. Knowledge of the services, supports, and resources available to newly arrived migrants

## Key Performance Indicators

- Manage a case load of settlement participants in line with targets set out in the SETS Activity Work Plan
- Participants receive the services and programs they need to achieve identified settlement outcomes
- Participant outcomes reflect effective service delivery
- All data inputted to the CMS in line with organisational policy

## Key responsibilities of Jesuit Social Services Employees

### Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

### Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

### Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

### Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Demonstrate an understanding of the identity and ethos of Jesuit Social Services

## Mandatory Position Requirements

- Current National and International (where required) Police Check

- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

## **Safeguarding Children and Young People**

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

## **Conditions of Employment**

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

## **Employee Acknowledgement**

I, \_\_\_\_\_ (please print name) acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Description Approved by:**  
**GM or ED**

**Position Description Review Date:**  
**2 years from effective date**