South East Community Links

**EVERY PERSON COUNTS EVERY SYSTEM FAIR**

**ACHIEVING BETTER SOCIAL AND ECONOMIC OUTCOMES FOR PEOPLE IN OUR COMMUNITY**

**Position Description**

**Front Line Client Support:** Project Worker – Primary Prevention

**Terms of Employment:** Fixed Term Contract until June 30, 2021

**Days:** 4 days

**Reporting to:**  Manager of Community Development

**Position supervises:** Students and volunteers where appropriate

**Location:** Springvale / Dandenong

**Award Classification:** Employment in accordance with the SCHADS Award

The total salary package includes 9.5% super and salary packaging (while allowed under tax law and without incurring any Fringe Benefit tax liability).

**Position Purpose**: The position will work in partnership with CALD communities and community organisations to design and implement a primary prevention strategy to reduce gambling related harm.

**South East Community Links** Our organisation was formed on 1 October 2015 as a result of a merge between Springvale Community Aid and Advice Bureau, Dandenong Community Advisory Bureau, and the Southern Ethnic and Advisory Council. SECL currently operates out of three sites, Dandenong, Springvale and Noble Park.

South East Community Links operates in one of Melbourne’s highest multicultural areas. A core aim of our organisation is to promote cultural diversity and inclusion. This includes working to reduce narrow stereotypes and discrimination as well as working to promote and advocate for equality and opportunities for all.

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

Our service model will ensure people in our community are provided integrated services, linking services to client needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. In turn these achievements contribute to economic and social development in our community.

**Position Context**: South East Community Links in partnership with Connect Health and Community have been funded to work in partnership with a number of CALD communities in the City of Greater Dandenong to develop a primary prevention strategy to reduce gambling related harm occurring in CALD communities in the City of Greater Dandenong.

**The Project Worker** will be responsible for working closely with culturally diverse individuals and communities to co-design and deliver a prevention based strategy that is informed by contemporary practice in the area of primary prevention and the existing and growing evidence base of effective practice established by the Responsible Gambling Foundation.

**The Project worker** will work as part of a team in delivering high quality and culturally responsive services that are tailored to the unique needs of culturally diverse individuals and communities. This role requires close collaboration with project partners including; CALD community organizations , Connect Health and Community/Gamblers Help local government departments and regional financial counselling services.

A strong component of this role and project is to build an evidence base of what works best to reduce gambling related harm in culturally diverse communities. IT skills are required to ensure service and client data/information is recorded accurately and in a time efficient manner. An ability to identify service trends, and emerging needs, through front line service delivery is also a requirement. An ability to engage effectively with front line services including Gamblers Help and regional financial counselling services is an imperative.

Time management, flexibility and a strong ability to prioritise in a fast paced environment are critical skills in this role. SECL operates in a changing environment that will require timely responses to emerging social and economic trends impacting on our client community. An ability to manage oneself in times of change and uncertainty is essential.

**Key Stakeholders**

* CALD Communities and Community Organizations
* South East Community Links
* Connect Health and Community
* Responsible Gambling Foundation
* External Evaluators
* Regional Financial Counselling Services

**Capabilities** **Managing, leading and developing others:**

* Support skill and knowledge development in others
* Models respectful and equal relationships amongst peers and client community
* Takes responsibility for own actions and performance
* Demonstrates a commitment to best practice approaches and reflective practice
* Shares information and knowledge
* Embraces change

**Provides high quality client responses:**

* Ability to undertake comprehensive need assessments for individual clients, families and communities
* Ability to deliver high quality, responsive and flexible service responses to meet the individual needs of clients and communities
* Holds IT capability to comply with data reporting and sufficient knowledge to identify themes in service delivery
* Highly developed service delivery skills with the ability to contribute to the improvement of service delivery, processes and systems
* Experience in identifying and reporting service risks, including an ability to respond to, and seek appropriate support to recover from, a crisis or critical incident

**Willingness to develop capabilities in coaching, mentoring and adult learning techniques to empower clients and drive social and economic mobility:**

* Experienced working in integrated service delivery models, familiarity with performing in multidisciplinary teams and contributing to better outcomes for clients.
* Collaborative, encouraging and accommodating.

**Client Outcomes:**

* Ability to turn service activity into client outcomes.
* Ability to ensure client data is accurate, meaningful and provides impactful information to promote holistic outcomes.
* Ability to advocate effectively for clients and communities within service systems.
* Willingness to develop capability in client outcome measurement.

**Communications:**

* Ability to deliver effective and meaningful communication among client community, students and volunteers
* Approachable and supportive approach to service delivery
* Strong ability to engage with individual clients, families and communities

## Transformation Capabilities

South East Community Links’ capability framework emphasises several **transformation capabilities, s**ignaling desired areas of increased organisational capability in the future. The important transformation capabilities focused on in this role are:

* Evidence based practice – embeds evidence based methods and procedures into all aspects of their work
* Partnerships – engages with our service network partners and the community that depend on SECL to carry out its purpose.
* Volunteer and student strategies implemented, maximising contributions to SECL's front line service delivery

**Responsibilities:** **1**. Community engagement and facilitation of co-design processes and interaction with project partners and community members to develop and implement

**2**. Co-ordinate the delivery of prevention activities in line with the project plan and strategies developed by the partnership group

**3**. Meet other program objectives with a focus on achieving a reduction of gambling related harm in participating communities

**4**. Record community engagement sessions and activities in SECL’s client systems database with accuracy, efficiency and within prescribed timelines

**5**. Contribute to reflective practice and continuous improvement of service delivery systems and processes

**6**. Participate in project evaluation strategies and engagement with evaluators engaged by the Responsible Gambling Foundation

**7**. Contribute to the achievement of SECL's Strategic Plan through organisational participation, enthusiasm for change projects and active support for service integration across programs and teams.

A work plan will be negotiated with the successful applicant.

**Qualifications**

A relevant qualification in community development, social work or related discipline is required. A minimum of 3 years relevant experience is mandatory, preferably with experience in engaging with individuals and communities who are culturally and linguistically diverse.

# Selection Criteria

**Essential**

* An understanding of primary prevention frameworks and processes
* Demonstrated experience, skills and knowledge working with culturally diverse communities and individuals.
* Contemporary knowledge of community development principles with advanced skills in facilitation, engagement and community capacity building processes.
* Excellent organisational and time management skills.
* Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
* Strong commitment to working with communities to achieve positive outcomes and greater social and economic mobility.

**Desirable**

* Lived experience of migration, resettlement and or a capacity to speak a relevant community language
* Previous experience in the development and or delivery of primary prevention strategies

**Other Information**

1. This position requires flexibility with hours and some out of business hours or weekend hours as part of community engagement work.
2. A probationary period of six months may apply to this position.
3. This position is supported by the SCHADS Award.
4. The incumbent will be required to support SECL policies and procedures.
5. The incumbent must hold a current Victorian Drivers License and satisfactorily complete a National Police check and Working with Children check.

Position developed October 2019.

Authorized: Chris Pierson

General Manager Services and Strategy