

Position title:	Welcome Support Officer – Arabic speaking only	Availability:	Minimum 4 hours per week
Report to:	Housing Services Team Leader	Location:	Various locations across west and south west Sydney. High density locations include: Fairfield, Liverpool, Auburn and Blacktown

About Settlement Services International (SSI)

Settlement Services International is a leading not-for-profit organisation providing a range of services in the areas of humanitarian settlement, accommodation, asylum seeker assistance, foster care and disability support in NSW.

Our vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their potential.

At SSI, we value:

- Social justice - Equity and access for all
- Diversity - Respecting diversity and being non-discriminatory
- Compassion - Caring, empathy and respect for the dignity of others
- Respect - Co-operation and mutual respect

In delivering our services, we value:

- Quality - Dynamic, flexible and responsive service
- Ethics - Professional practices and accountability
- Innovation - Commitment to partnerships and excellence

Purpose:

The Welcome Support Officer will assist clients of the Humanitarian Settlement Support program to settle into their new homes. This role will support our clients to ensure that the setup of their homes meets a high standard and that all furniture and fittings are in good condition and working order.

Specific duties and responsibilities:

Can include one or more of the following:

- Make clients feel supported and welcome in their new accommodation
- Support clients to familiarise themselves with their new property and appliances
- Ensure property issues that require repair and maintenance are reported
- Ensure furniture has been set up to a high standard and report identified issues to the Housing Services team
- Actively support SSI's vision and values and work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by the supervisor or delegate

N.B. This role will involve a combination of working from the office, calling clients, and visiting clients in their homes.

Skills, Knowledge & Experience:

Mandatory Documents:	Working with Children Check <input checked="" type="checkbox"/> Police Clearance <input checked="" type="checkbox"/> <i>(These checks will be conducted by SSI)</i> <i>In addition, for volunteers using own cars:</i> Drivers Licence <input checked="" type="checkbox"/> Comprehensive Car Insurance <input checked="" type="checkbox"/> Car registration <input checked="" type="checkbox"/>
Essential Experience:	<ul style="list-style-type: none"> • Experience in quality control or any other experience that requires high level attention to detail • Very good listening skills and ability to respond to client concerns in a compassionate and friendly way • Ability to work independently and with a team
Desirable Experience	<ul style="list-style-type: none"> • Quality inspections on products experience • Previous experience with people from culturally and linguistically diverse (CALD) backgrounds.
Skills, knowledge and specialist expertise:	<ul style="list-style-type: none"> • Proficiency in a relevant community language: Arabic • It is highly advantageous for a volunteer in this role to have a driver's licence and personal vehicle available for work purposes

Benefits:

Reimbursement: Volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses.

Training: Volunteers will be provided with access to SSI's flexible, extensive and innovative training program.

Being a member of the SSI Community: Volunteers will be kept up to date with all of SSI's important news, events and opportunities.

Authorisation:

Volunteer Name _____

Volunteer Signature _____ Date _____

Volunteer Program Signature _____ Date _____