

Position title:	Community Support Assistant (Community Language)	Commitment requested:	A minimum of 1 shift per week; shifts range from Monday to Friday and are 3 to 7 hours in length
Report to:	Team Leader, SRSS	Location:	Various locations in Western Sydney

About Settlement Services International (SSI)

Settlement Services International is a community-based, not-for-profit humanitarian organisation providing a range of services in the areas of refugee and migrant settlement, accommodation, asylum seeker assistance, multicultural foster care, disability support, employment services and youth 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 – Cooperation 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 Status Resolution Support Services (SRSS) program provides support to asylum seekers who are living in the community on temporary visas while their status as a refugee is being assessed. Services include temporary accommodation, income support and case management.

The Community Support Assistants (Community Language) build on the case management support offered to clients of the SRSS Program by guiding access to local services, support with life skills development, local community linkages and building social networks. Volunteers also provide language support when and where required.

Specific duties and responsibilities:

- Assist clients to access key services and attend scheduled appointments
- Provide language support where required
- Assist Case Managers with home visits
- Link clients with appropriate social and cultural groups and/or activities
- Assist with orientation and life skills support as needed
- Assist clients to learn how to use public transport
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by Case Work Manager or delegate

Position requirements:

Background checks	Working with Children Check <input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> Reference Check <input checked="" type="checkbox"/> <i>(N.B. The police check will be paid for by SSI)</i>
Essential	<ul style="list-style-type: none"> • Excellent social skills with a friendly and welcoming nature • Excellent communication and intercultural skills • Ability to use public transport and navigate around Western Sydney • Proficiency in one of the following community languages: Arabic, Dari, Farsi, Hazaragi, Tamil, Rohingya
Desirable	<ul style="list-style-type: none"> • Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds • A current and valid driver's licence and access to own vehicle, with comprehensive insurance, for work purposes • Knowledge of relevant services in Western Sydney

Benefits:

Reimbursement: Volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses. Volunteers using their own vehicle will need to provide SSI with photocopies of their driver's licence, comprehensive car insurance and current car registration.

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 _____