

Position title:	Women at Risk – Life Skills and Orientation Assistant (Community Language)	Commitment requested:	A minimum of 1 shift per week; shifts range from 3 to 7 hours
Report to:	HSS or SRSS Team Leader	Location:	High density areas of refugees and asylum seekers

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:

SSI's Women at Risk committee works to ensure that effective services are delivered to women who have been identified as living in Australia without the protection of a male relative and have been in danger of victimisation, harassment or serious abuse because of their gender in their country of origin. This is offered to women who receive services in both SSI's Humanitarian Settlement Services and Status Resolution Support Services. Women at Risk are offered specialist support through dedicated case managers, bilingual guides, mentors, life skills and orientation assistants, and tailored orientation sessions.

Life Skills and Orientation Assistants (Community Language) offer support through the Women at Risk initiative for clients of both the HSS and SRSS programs.

Volunteers build on the case management support offered to clients by offering language support, guiding access to local services, supporting attendance at orientation sessions, building their social networks, and improving their understanding of Australian cultural practices.

Specific duties and responsibilities:

- Offering language support to clients as required
- Support clients to improve access to key services and learn how to make appointments independently

- Increase clients' understanding of how systems and processes within Australia work, including accessing public transport and education for themselves and/or their children
- Deepening clients' familiarity with their local community, including local shopping centres, community centres and help with finding culturally relevant shops and services
- Assist clients to attend medical appointments
- Assist with client home visits
- Assist clients to connect with the broader community and build their social networks
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by the HSS or SRSS Team Leader 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"> • Being female is a genuine requirement of this role • Proficiency in one or more of the following community languages: Arabic, Assyrian, Farsi, Dari, Tamil • Excellent social skills with a friendly and welcoming nature • Excellent communication and intercultural skills • Ability to use public transport and navigate around Western Sydney • Willingness to support elderly clients and/or clients with varied levels of abilities
Desirable	<ul style="list-style-type: none"> • Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds • Completed or currently studying a relevant tertiary course • Experience working with women who have experience trauma, domestic violence or persecution based on their gender • A valid and current driver's licence and a car, with comprehensive insurance, available to transport clients

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 _____