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| Position title: | Women at Risk Housing Assistant – Community Language | Commitment requested: | Minimum 4 hours per week for at least 3 months – ideally have availability on weekends |
| Report to: | Housing Services Team Leader | Location: | Various locations across west and south west 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:

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. Women at Risk are offered specialist support through dedicated case managers, bilingual guides, mentors, life skills and orientation assistants, tailored orientation sessions.

Women at Risk Housing Assistants work with the Humanitarian Settlement Program (HSP) Housing team to support clients as they settle into their On Arrival Accommodation, find, secure and settle into their Long Term Accommodation. 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:

- Provide language support to clients when talking to real estate agents and other services
- Assist clients to explore real estate websites and search for long-term accommodation
- Visit clients in their new homes and support familiarisation with their property
- Support clients with understanding the process of reporting maintenance issues and ensuring Basic Household Goods packages have been set up to a high standard
- Accompany clients to housing inspections with a primary focus on weekends

- Support clients to familiarise themselves with completing ingoing property condition report
- Explain to clients about utilities and how to check and pay their bills
- Support the housing team with administrative tasks as required
- Support clients to improve access to key services and learn how to make appointments independently and increase clients' understanding of how systems and processes within Australia work
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by Housing Services Team Leader or delegate

Position requirements:

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|--------------------------|---|
| 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 a relevant community language: Arabic, Farsi or Dari • Excellent communication and intercultural skills • A current and valid driver's licence and access to a motor vehicle that can be registered for work purposes • Knowledge of renting in NSW • Knowledge of Western Sydney • Beginner/Intermediate proficiency in Microsoft Office |
| Desirable | <ul style="list-style-type: none"> • Basic knowledge of the NSW Residential Tenancy Act and Residential Tenancy Agreements • Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds • Experience working with women who have experienced trauma, domestic violence or persecution based on their gender |

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 compulsory third party insurance.

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 _____