

<b>Position title:</b>	Community Support Assistant (Community Language)	<b>Commitment requested:</b>	Minimum 4 hours per week for at least 3 months
<b>Report to:</b>	HSP Team Leader	<b>Location:</b>	Newcastle

## 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 Humanitarian Settlement Program (HSP) supports refugees from the moment they arrive at the airport. Upon arrival, SSI's HSP team provides essential support and information to assist and empower refugees to gain independence and build strong connections in their new communities.

Community Support Assistants build on the case management support offered to clients of HSP by providing language support, guiding access to local services, support with life skills development, local community linkages and building social networks.

## Specific duties and responsibilities:

- Provide language support to clients where required
- Assist clients to access key services and attend scheduled appointments
- 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 HSP Team Leader or delegate

## Position requirements:

<b>Background checks</b>	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>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Proficiency in a community language: Arabic, Dari, Farsi or Swahili</li> <li>• Excellent social skills with a friendly and welcoming nature</li> <li>• Excellent communication and intercultural skills</li> <li>• Thorough knowledge of the Newcastle community</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds</li> <li>• A current and valid driver's licence and access to a vehicle, with comprehensive insurance, to use for work purposes</li> <li>• Knowledge of relevant services in Newcastle</li> </ul>

## 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 \_\_\_\_\_