

Position title:	Social Support Volunteer (Arabic, Assyrian, or Tibetan speaking only)	Commitment requested:	Minimum 3-7 hours per week
Report to:	HSP Team Leader	Location:	Various locations across west and south west Sydney with high density of refugee settlement

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) provides practical support to refugees and humanitarian entrants on arrival, and throughout their initial settlement period, generally for the first six to 12 months of living in Australia. Services include housing, essential registrations assistance, cultural orientation sessions and case management services.

Social Support Volunteers provide assistance to HSP clients as they settle in Australia. Support is provided to access local services, build social networks, understand Australian cultural practices, and learn how to use public transport.

Specific duties and responsibilities:

- Assist clients to access key services and learn how to make appointments independently
- Assist clients to understand how systems and processes within Australia work
- Assist clients to become familiar with their local community including local shopping centres, community centres and help with finding culturally relevant shops
- Assist clients to learn how to use public transport
- 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 HSP 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"> • Proficiency in one or more of the following community languages: Arabic, Assyrian, Tibetan or Swahili • Ability to use public transport and navigate around Western Sydney • Excellent social skills with a friendly and welcoming nature • Excellent communication and intercultural skills • 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 • 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 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 _____