

<b>Position title:</b>	Specialised Community Support Assistant (Community Language)	<b>Commitment requested:</b>	1 day per week (3 month minimum)
<b>Report to:</b>	HSP Team Leader – Specialised and Intensive Service	<b>Location:</b>	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) assists newly arrived refugees to develop the skills and knowledge they need to become self-reliant, independent and active members of our community. The Specialised and Intensive Services (SIS) team provides intensive support to eligible refugee and asylum seeker clients with complex and exceptional needs.

Specialised Community Support Assistants will provide assistance to SIS clients in attending their medical appointments, community engagement activities and events. Volunteers will also offer language support, assist with phone calls to clients and assist with basic admin tasks.

## Specific duties and responsibilities:

- Call clients regarding appointments and to provide basic information
- Provide language support to clients as and when required, including explaining letters and mail received by clients
- Support clients to develop the skills to independently access various services including health, education, legal and family support and to develop understanding of life in Australia
- Support clients to access public transport to attend appointments
- Where required, transport clients to appointments by car
- Assist clients to attend community engagement events and activities
- Actively support SSI's vision and values

- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by **Team Leader Specialised and Intensive Services**, 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 one or more of the following community languages: Arabic, Farsi or Tamil</li> <li>• Ability to build rapport and trust with others</li> <li>• An understanding of the challenges facing newly arrived refugees</li> <li>• Problem solving skills</li> <li>• Ability to remain calm under pressure</li> <li>• Excellent communication and intercultural skills</li> <li>• Ability to use public transport and navigate around Western Sydney</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Previous experience working with people with complex physical and mental health needs, disabilities and from culturally and linguistically diverse (CALD) backgrounds.</li> <li>• A current and valid driver's licence and access to a comprehensively insured car for work purposes.</li> <li>• Basic computer skills</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 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 \_\_\_\_\_