

## POSITION DESCRIPTION

### Education & Employment Facilitator

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

**Our Mission** To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

**Our Purpose** For everyone to 'feel at home'

**Our Values**

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

#### POSITION CONTEXT

This role sits within Spectrum's Social and Economic Inclusion stream, which delivers programs that strengthen the participation, independence, and wellbeing of people from migrant and refugee backgrounds. The stream focuses on employment, education, community development, youth engagement, and group-based learning.

Its overarching purpose is to support humanitarian entrants, refugees, and migrants to access social and economic opportunities, build confidence, and participate actively in Australian society, ultimately contributing to a positive and sustainable settlement journey.

The primary focus of this position is the Reconnect Program, <https://www.vic.gov.au/reconnect-program>. Working as part of a consortium, Spectrum delivers this program through one-to-one coaching, case management, and tailored support designed to re-engage individuals who are currently disconnected from education or employment. While the role is primarily individual-support based, there may also be opportunities to facilitate group activities. The program works to identify barriers, build realistic and achievable pathways, and empower participants to pursue further education or enter the workforce.

This role requires sound knowledge of the settlement challenges experienced by people from migrant and refugee backgrounds. The Education and Employment Facilitator will conduct needs assessments, develop case plans, provide advocacy and support, and monitor progress to ensure client goals and outcomes are met.

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In addition to Reconnect, the position may also deliver support to established migrant families and contribute to activities within Spectrum's Aged and Disability Services, depending on organisational needs.

## KEY RESPONSIBILITIES

<b>Case Work</b>	<ul style="list-style-type: none"> <li>• Undertake comprehensive client needs assessments through intake to identify and address needs.</li> <li>• Support eligible clients with employment or educational goals and needs.</li> <li>• Support eligible clients to enrol in education courses and support their learning goals and needs.</li> <li>• Support eligible clients to prepare for entering the employment market.</li> <li>• Make appropriate referrals to service providers and/or other appropriate services or internal programs.</li> <li>• Provide settlement-related information, advice, referrals, and advocacy in the short term while awaiting more substantial support from other services.</li> </ul>
<b>Group Work</b>	<ul style="list-style-type: none"> <li>• Develop and implement activities, group programs, information, and resources which meet the identified needs of the community.</li> </ul>
<b>Quality improvement &amp; compliance</b>	<ul style="list-style-type: none"> <li>• Participate in team meetings, organisational wide meetings, organisational continuous improvement, and project sub committees as required.</li> <li>• Contribute to project evaluation, research, submission, and policy development.</li> <li>• Stay updated on industry trends and make recommendations for optimising performance.</li> <li>• Support the development and use of clear, consistent, and transparent processes and internal controls and compliance.</li> <li>• Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls.</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Develop and sustain positive working relationships with key internal and external stakeholders.</li> <li>• Represent Spectrum at external meetings; positively promote the organisation and its services; engage in networks and Communities of Practice as required by Spectrum and lead contract agencies.</li> </ul>
<b>Data Management and Record Keeping</b>	<ul style="list-style-type: none"> <li>• Complete all administrative requirements associated with the position in a timely manner and to a high standard (program documentation, monthly reports, collation of client statistics, file notes, correspondence etc.).</li> <li>• Ensure appropriate and accurate collection and documentation of client data/statistics.</li> <li>• Ensure client information is maintained and kept securely.</li> </ul>
<b>Service Promotion</b>	<ul style="list-style-type: none"> <li>• Attend network meetings and identify partnership/collaboration opportunities with other stakeholders and community groups.</li> <li>• Collate and provide feedback internally on service trends and needs and look at ways that the service can best meet the needs of clients.</li> <li>• Assist in the preparation and collation of promotion materials (e.g., Powerpoint, brochures, information packs etc.).</li> <li>• Promote the profile of newly arrived communities within the local media and mainstream agencies where appropriate.</li> </ul>

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KEY SELECTION CRITERIA	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● Relevant tertiary qualifications in social sciences, community services, related disciplines, <i>or</i> lesser formal qualification with substantial years of relevant experience and expertise, to undertake the range of duties contained in this position description and at the Level 4 of the Social, Community, Home Care and Disability Service (SCHADS) Award;</li> <li style="text-align: center;"><b>and</b></li> <li>● Minimum of 12 months experience in relevant settlement or community services role.</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>● <b>Self-management:</b> plans and prioritises work so that outcomes are achieved; takes time to think things through before reacting; identifies opportunities for continuous development.</li> <li>● <b>Problem solving:</b> Seeks all relevant information for problem solving; works with stakeholders; analyses an issue from different perspectives and from the information available; identifies and proposes workable solutions to problems; implements solutions, evaluates effectiveness, and adjusts actions as required.</li> <li>● <b>Planning and organisation:</b> Sets clearly defined objectives; priorities, operates reviews and adjusts plans as required; identifies processes, tasks and resources required to achieve a goal; establishes processes and procedures to guide work and track progress; recognises actual and potential barriers and finds ways to deal with them.</li> <li>● <b>Communication:</b> Strong interpersonal communication skills; Prepares letters, emails and reports using clear, concise, and grammatically correct language; edits written communications to make sure that they contain the information necessary to achieve their purpose and meet audience needs; ensures appropriate style and formats are used.</li> <li>● <b>Desired experience:</b> in migrant settlement or a related community or human services sector, working with people from culturally and linguistically diverse backgrounds, particularly those of refugee backgrounds and fluency in a relevant community language.</li> </ul>
<b>Personal Qualities &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>● <b>Client focus:</b> listens, actively seeks to meet client needs, seeks ways to improve services, and committed to delivering high quality outcomes for clients.</li> <li>● <b>Adaptable:</b> flexible and adaptable to change and accepts and integrates new information.</li> <li>● <b>Empathetic to self and others</b> recognises emotions in self and others, and emotionally understands people’s perspectives on situations.</li> <li>● <b>Team oriented:</b> works well independently but also with others to achieve team goals; collaborates and shares information; shows concern and respect for others feelings and ideas; works well with the different working styles of others; encourages resolution of conflict within the group.</li> </ul>
<b>Mandatory Compliance Documents Required for this position</b>	<ul style="list-style-type: none"> <li>● Clear ‘Police Check’, within the last twelve months</li> <li>● Current Working with Children Check card</li> <li>● Motor Vehicle Drivers Licence (valid in Victoria)</li> <li>● Must satisfy all visa requirements for working in Australia.</li> </ul>

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POSITION INFORMATION	
Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	<a href="#">Social, Community, Home Care and Disability Services Award</a>
Classification	Level 4
Employment Period	12 Months
Hours of Employment	Part Time 15.2 hours per week (0.4 EFT)

KEY RELATIONSHIPS	
Department	Settlement & Family Services
Reports to	Team Leader – Integration & Family Support
External	

KEY SYSTEM AND EQUIPMENT USAGE	
	<ul style="list-style-type: none"> <li>• Microsoft Windows Office Suite</li> <li>• Internal Client Management Systems</li> </ul>

ADDITIONAL INFORMATION	
Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
MARAM responsibility level	Intermediate <a href="#">summary of MARAM responsibilities by role .docx</a>
Health Care Worker status	B <a href="https://spectrumrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw8407Ej5AB1AWQI-vPFA2T_UKJ_90IUg?e=r64Arg&amp;isSPOFile=1">https://spectrumrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw8407Ej5AB1AWQI-vPFA2T_UKJ_90IUg?e=r64Arg&amp;isSPOFile=1</a>

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<b>ADDITIONAL INFORMATION</b>	
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisations Policies & Procedures.

<b>OTHER RELEVANT INFORMATION</b>
This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.