

## POSITION DESCRIPTION

### Settlement Youth Worker: Settlement & Family Services Part-time

#### 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 Youth Transitions Support Program. As part of a consortium, Spectrum delivers this program through one-to-one coaching, group facilitation, and tailored support designed to assist newly arrived young people (15–25 years) to explore and pursue their preferred career pathways and transition into the employment market.

This role requires a strong understanding of the settlement challenges experienced by young people from migrant and refugee backgrounds. Depending on organisational needs, the position may also provide support to established migrant families and contribute to activities within Spectrum's Aged and Disability Services.

--	--	--

KEY RESPONSIBILITIES	
<b>Case management</b>	<ul style="list-style-type: none"> <li>● Undertake comprehensive client needs assessments through intake to identify and address needs.</li> <li>● Develop Case Management Plans and manage a case load with a strong focus on employment readiness coaching.</li> <li>● Work with external stakeholders for case management, referrals, and planning purposes where required.</li> <li>● Make appropriate referrals to external service providers and/or other appropriate internal programs.</li> </ul>
<b>Group facilitation</b>	<ul style="list-style-type: none"> <li>● Work within Settlement &amp; Family Services streams and with external stakeholders to develop and deliver group programs targeted to eligible young people.</li> <li>● Support and lead program development, delivery and evaluation.</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>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>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 to the required standard, including case notes and incident reports (where relevant).</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>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>● Support Projects as required</li> <li>● Participate in professional development and regular supervision with the supervisor.</li> <li>● Support and/ or supervise students/ volunteers/ employees where required.</li> <li>● Other tasks will be assigned from time to time to meet the needs of the organisation</li> </ul>

KEY SELECTION CRITERIA	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● Relevant tertiary qualifications in social sciences, youth work or 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; <b>and</b></li> </ul>

--	--	--

KEY SELECTION CRITERIA	
	<ul style="list-style-type: none"> <li>• Minimum of 12 months experience in relevant settlement, youth or community development role.</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• <b>Migrant settlement or related human services sector:</b> demonstrates an understanding of complexities and issues in the area of migrant settlement or related human services sector, including working with people from culturally and linguistically diverse backgrounds, particularly those of refugee backgrounds.</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>Interpersonal skills:</b> able to work effectively with individuals and groups, particularly from a cross-cultural perspective.</li> <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>Communication:</b> 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>Works confidently with families impacted by family violence:</b> ability to implement best practice principles when working with families impacted by family violence.</li> <li>• <b>Desired experience:</b> 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> <li>• <b>Relationship building:</b> Actively listens, demonstrates respect and empathy, manages conflict, and builds trust through consistent actions, values and clear and effective communication.</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>

POSITION INFORMATION	
<b>Location</b>	Sunshine and Dallas
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>

--	--	--

POSITION INFORMATION	
Classification	Level 4
Employment Period	
Hours of Employment	3 days per week (0.6 EFT)

KEY RELATIONSHIPS	
Department	Settlement & Family Services
Reports to	Senior Youth Settlement Worker
External	External funders and partners as required

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	Identification and screening <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>
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.

--	--	--

**ADDITIONAL INFORMATION**

<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.

**OTHER RELEVANT INFORMATION**

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.