

Position description

Multicultural Drug Support – Engagement and Project Officer

Award & grade:	SCHADS Community Development Worker Class 2
Salary range	Level commensurate with skills and experience (as per AWARD)
EFT	1 x 0.8, 2 x 0.6 Positions
Working Hours	Please note the working day will likely be 2pm - 9pm , with regular weekend work.
Reporting to	Alison Coelho, Co Manager CEH, Manager MHSS
Accountable to	CEO
Tenure	20 month contract
Direct reports	Nil
Location	23 Lennox Street Richmond 3121
Date issued	August 2019

Organisation profile

The Centre for Culture, Ethnicity & Health (CEH) is a unique agency offering expertise in cultural diversity and health, cultural competence, social marketing, cross-cultural communication and consumer participation and health literacy to organisations across Australia.

We assist other organisations to provide a high quality of service to clients from migrant and refugee backgrounds. Our clients include hospitals, government departments, local councils, health centres, community services and higher education providers. We support them with training, social marketing services, advice, resources and information.

Multicultural Drug Support (MDS) is a program of CEH. We work collaboratively with ethnic communities to improve health literacy regarding alcohol and other drugs (AoD). The program was established in response to unmet community needs including the lack of culturally sensitive support for whole families regarding AoD and mental health issues post arrival.

CEH is part of **North Richmond Community Health**, an agency committed to making health care more accessible and culturally relevant.

Position objective

CEH/ MDS has received funding from the North Western Melbourne Primary Health Network for a two-year project working with South Sudanese individuals, families and community and the AoD workforce. The workers who fill these positions will work closely together and will be key to the success of this exciting and important initiative.

The purpose of this role is to engage individuals, families and community around problematic alcohol and drug use, with the aim of reducing the harms associated with these. The workers will provide mobile outreach to community members who use AoD. By building trusting relationships with clients, the workers will guide them towards pathways into support and treatment for AoD use and mental health. The workers will engage with families who are affected by the AoD use of a loved-one. They will help to facilitate improved relationships within the family. The workers will be involved in providing education to communities about AoD as well as initiating community development activities.

Key responsibilities and deliverables

- Engage South Sudanese community members using AoD in public spaces through mobile outreach.
- Develop and maintain trusting relationships with South Sudanese community members who are experiencing problems associated with their AoD use.
- Provide and link young people to appropriate support and services.
- Develop and maintain networks with community and AoD services for shared learning and referral.
- Provide practical support to clients, such as assistance with accessing housing, healthcare, legal support, etc.
- Establish and maintain strong referral pathways for families and individuals.
- Support family relationships by facilitating conflict resolution and providing education around harm reduction, negotiation and communication.
- Deliver community education sessions to South Sudanese communities.
- Support peer led and community action health promotion.
- Build and maintain effective and sustainable relationships with South Sudanese young people.
- Maintain sound data collection practices, evaluation and report writing.
- Promote the work of CEH.
- Promote the health rights of young people from CALD backgrounds.
- Actively contribute to the growth and development of CEH.
- Support and develop cross-sectoral partnerships.
- Contribute to a positive and collaborative working environment.
- Other duties as directed by management.

Key selection criteria

Essential skills & experience

- Solid written and verbal communication skills, with demonstrated experience in report writing and evaluation.
- Strong project & case management skills.
- Demonstrated experience in working with refugee young people in crisis.
- Demonstrated experience in working with families.
- Demonstrated capability to self-manage.
- Knowledge and skills in delivering community education on sensitive topics such as behavioural change, harm reduction, intergenerational conflict.
- Sound understanding of peer led models of practice.
- Proven track record of establishing and maintaining stakeholder relationships.
- Current active community networks.
- Minimum of 2 years demonstrated cultural competence in working with diverse ethnicities, religions, age, genders and sexualities.
- Ability to work effectively in a fast paced, dynamic environment with limited supervision.
- Ability to work out of hours and on weekends.

Desirable/valued attributes

- From a South Sudanese background.
- Dinka or Arabic or Swahili speaking.
- Experience of working in areas such as AoD, homelessness, intergenerational conflict, family mediation, trauma informed care.

Qualifications \ Registration requirements

- Relevant qualifications in diversity and health promotion, youth work, mental health, community development, preventing violence against women or other relevant field.
- Certificate IV in AoD, undergraduate or postgraduate degree in AoD or completion of the four core competencies of the MQS.
- Current driver's license.
- Applicants must have a visa that allows them to work in Australia.

Training requirements

The following internal training requirements must be met to fulfil this position.

Topic	Timeframe for completion
Occupational Health & Safety	Within 3 months
Introduction to Cultural Diversity	Within 3 months

Responsibilities & conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment. These are outlined in the NRCH Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the NRCH Code of Conduct, Employment Contract, Confidentiality Agreement and other NRCH policies and procedures.
- Regular working hours will be negotiated but must be within operational hours. From time to time, some out-of-hours work may be required.
- Salary is set in accordance with the relevant Award and classification.
- Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- NRCH provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further information

For enquiries relating to this position, contact:

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www.ceh.org.au