

Position Description

Project Officer

Award & grade:	Community Health Centre Stand Alone Services SACS Multi Enterprise Agreement 2013 – 2015 - Community Development Worker (CDW)
Salary range	Dependent Upon Experience
EFT	0.5
Reporting to	Co Manager, CEH
Accountable to	CEO
Tenure	One year from start date
Direct reports	Nil
Location	23 Lennox Street, Richmond
Date issued	8 th March 2018

Organisation profile

The **Centre for Culture, Ethnicity & Health (CEH)** assists health, government and community organisations to offer a high quality of service to clients from migrant and refugee backgrounds by building the capacity of the organisation through training and innovation and working directly with communities in education and advocacy. CEH's work is informed by research, evidence and its experience working with migrant and refugee communities. CEH includes a fee-for-service arm as well as discrete programs that focus on health service delivery, sexual health, HIV and viral hepatitis.

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

Position objectives

The primary objective of this position is to contribute to the achievement of the organisation's aims and objectives by developing and managing a suite of projects and activities for CEH, particularly in the areas of cultural competence, resource development, social marketing, professional learning and education and health literacy.

The focus of this position will be on [Heath Translations](#) and you will be part of the HT team. You will be required to develop resources for translation annually.

Key responsibilities and deliverables

- Design, deliver and evaluate cultural competence related projects with the Australian service sector.
- Develop learning materials and resources for service sectors for use in health promotion and capacity building activities.
- Represent CEH in key sector networks and committees
- Work collaboratively with other CEH staff and programs to provide more integrated products and services.
- Prepare regular and thorough reports as required by funding bodies and management
- Position CEH within the sector as a leader through involvement in influential groups, forums, committees and events
- Develop and strengthen key relationships which provide both opportunity for further funding, innovative collaboration and/or positioning
- Other duties as required.

Key Capabilities

Client experience

1. Community relations

- Is sensitive to clients' heritage, traditions and identity.
- Actively listens to clients and passes on relevant information accurately and appropriately
- Responds in a prompt and sensitive manner to clients' requests so that the client feels supported and accepted.
- Maintains basic awareness of current community issues.

New and Different Approaches

1. Accountability

- Seeks feedback to ensure work is consistent with expectations.
- Is committed to own professional and personal development.

2. Ethics

- Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas

3. Program Development

- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to program objectives

4. Learning and Development

- Identifies own skills and skill needs in consultation with supervisor

5. Innovation

- Uses technology and software applications effectively in accordance with task requirements
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

Working in Partnership

1. Change Management

- Maintains a positive approach to change and adapts to new or different ways of working

2. Partnerships and Collaboration

- Builds collaborative relationships with the relevant people at NRCH.

Key selection criteria

Essential skills & experience

- Excellent communication skills, including the ability to prepare clear, thoughtful written reports
- Demonstrated understanding of and experience working in service sector.
- Demonstrated experience in developing consumer focussed resources and tools for translation including focus group testing and liaison with community members.
- Demonstrated understanding of the principles of cultural competency, access and equity and community development frameworks.
- Demonstrated experience in project planning, implementation and evaluation in the community and primary health sector: a minimum two years' experience is necessary
- Demonstrated ability and experience in working effectively with CALD communities

Qualifications \ Registration requirements

- A current Victorian driver's licence
- A relevant post-graduate qualification
- Certificate IV in Workplace Training and Assessment will be highly regarded
- Valid Police Check, or willingness to undertake a check
- Working with Children Check
- Provide details of any qualifications or credentialing requirements

Training requirements

The following internal training requirements must be met to fulfil this position.
This training will be offered to the successful applicant upon commencement.

Topic	Timeframe for completion
Induction	Within 3 months
Introduction to Cultural Diversity	Within 3 months
Hand Hygiene	Within 3 months
Child Safety	Within 3 months

Responsibilities & conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

- Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
- Employees are expected to conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Employees are expected to contribute positively to a safe workplace 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.
- Adhere to NRCH infection control policies and procedures.
- Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
- 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.

- Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- NRCHL 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.

Application and enquiries

For enquiries relating to this position, contact:

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www.ceh.org.au