

Position Description

Position Title	Policy, Research & Evaluation Officer
Division	Centre for Culture, Ethnicity and Health (CEH) Multicultural Health and Support Service (MHSS)
Classification Grade and Level	Dependent upon qualifications and experience
Enterprise Agreement / Award	Social & Community Service Employees Multi Enterprise Agreement 2017 (SACS)
Employment Details	.6 to .8 EFT Fixed Term Position (6 months from appointment)
Reports To	Co-Manager MHSS
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

The Centre for Culture, Ethnicity & Health (CEH) is a unique program of North Richmond Community Health 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.

The Multicultural Health & Support Service (MHSS) is a program of the Centre for Culture, Ethnicity and Health (CEH). MHSS works with refugees, asylum seekers, migrants and mobile populations in metropolitan Melbourne and regional Victoria to prevent new incidences and transmission of blood borne viruses (BBV) and sexually transmissible infections (STI). MHSS collaborates with priority communities which are identified through surveillance data and other risk factors, to improve their access to information, testing, care and support. MHSS also works with service providers to build capacity to design and implement culturally competent and inclusive services that provide appropriate care and support to people from refugee and migrant backgrounds.

Multicultural Drug & Alcohol Partnership (MDAP) is a program of CEH. We work collaboratively with ethnic communities to improve health literacy regarding alcohol and other drugs. 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. Current capacity has limited the focus of the program to community education sessions. There is a growing need for the program to work more intensely with individuals and families.

Position Purpose

This position will lead policy and research projects related to multicultural health issues including sexual health and BBV/STI prevention with communities from refugee and migrant backgrounds. The role will administer CEH's evaluation and quality management, reporting and dissemination of key learnings and outcomes. The role will develop and respond to policy, best practice evidence to strengthen CEH's position as the leader in multicultural health.

Key Performance Indicators

- Meet funding and service agreement objectives, including evidence of outcomes for each program and defined projects
- Submit reports and other data as per program and/or project timelines.
- Record and monitor performance data and outcome and provide regular updates.

Key Responsibilities/Skills

- Drive innovative research, outcome evaluation and reporting in the areas of refugee and migrant health including sexual health, BBV/STI prevention, and AoD to ensure we deliver on the requirements of funding and service agreements and meet identified community needs.
- Provide up to date critical analysis of surveillance data and establish plans to support improvement of outcomes.
- Provide on-going evidence-based research as a foundation for CEH's policy and capacity building work that will enhance best practice and lead the industry.
- Demonstrated ability to conduct high quality data collection, research and evaluation
- Monitor and identify gaps in evaluation and data reporting to inform strategic and operational plans.
- Lead and undertake grant/proposal/submission/article/discussion papers, and report writing tasks aligned to defined timelines under service agreements.
- Develop research objectives, deliver proposals and publications.
- Conduct individual or collaborative research projects.
- Contribute to a positive and collaborative working environment
- Other duties as directed by management.

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH’s Strategic plan and the individual’s role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients’ rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

Qualifications

Essential	<ul style="list-style-type: none"> • Current driver’s license • Diploma in Community Health, Research, quality or equivalent
Desired	<ul style="list-style-type: none"> • Certificate in research and/or quality evaluation • Project Management
Professional Membership(s)	N/A

Experience	
Essential	<ul style="list-style-type: none"> 3 years' experience working in community health setting and/or community organisation with multicultural services.
Preferred	<ul style="list-style-type: none"> Community language Grounded experience with refugee and migrant communities, strong working alliances with leaders in the field Ability to work effectively under limited supervision within a dynamic fast paced, set priorities within multidisciplinary team Applicants from culturally and linguistically diverse backgrounds are strongly encouraged to apply.
Key Selection Criteria	
<ol style="list-style-type: none"> Recognised and established track record of research publications or equivalent at national and international level Experience working within a community-based health setting providing multicultural services. Demonstrated experience working in a collaborative team and ability to build and develop relationships and partnerships. At least 12 months experience in a similar role within a public or private healthcare setting. Computer literacy in a range of software packages and data bases, and able to adapt to new ICT systems Exemplary communication skills 	
<p>Appointment is subject to:</p> <ul style="list-style-type: none"> Successful National Police Check Evidence of current Working with Children check <p>Physical Demands of the role:</p> <ul style="list-style-type: none"> Sitting for long periods of time Frequent walking and moving through stairs in the building Ability to work in Moderate Stress; Ability to adapt to change in the work place; Working with clients who are distressed / Uncooperative / Unpredictable. 	

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months

Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

All NRCH appointments must:

- 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.
- Create and provide 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.
- 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.
- 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.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be 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.
- Participate in annual performance reviews where 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.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

1. *suitably qualified and experienced to undertake the duties described herein; and*
2. *physically able to undertake the duties herein described without modification.*

SIGNATURE

____/____/____
DATE:

[INSERT NAME]:

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder			x		
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				