

POSITION DESCRIPTION

Position Title	Bicultural Inclusion Worker
Directorate	Clinical Care
Department	Rapid Response Team Collaborative
Unit	Not Applicable
Reports To	Communication and Stakeholder Engagement Officer
Agreement	Community Health Centre (Stand Alone Services) Social And Community Service Employees Multi Enterprise Agreement 2017-2015

Position Objective

- To enhance the provision of community services to those clients from CALD communities who present for COVID testing at the Rapid Response Testing sites.
- Collaborate with clients from CALD communities in a culturally appropriate manner using cultural knowledge and/or lived experience to facilitate effective communication and understanding of clients and stakeholders' needs and interests.

Key Responsibilities

- Assist the Rapid Response Testing Teams with community engagement activities including but not limited to providing education and promoting awareness to the CALD community around safe practices relating to COVID-19 and other services in relevant language and culturally appropriate ways .
- Proactively share information with key service providers regarding cultural perspectives, tradition, values to facilitate culturally safe services and practices.
- Identify and address barriers and challenges to C-19 testing in the CALD community.
- Undertake a basic needs assessment of clients and refer to relevant services as identified.
- Liaise with the Wellbeing Pathways Coordinator to review and follow up with clients after testing, to ensure maximum engagement in improving health and well being.
- Practice within Rapid Response processes including but not limited to infection control and OHS.
- Maintaining a high level of confidentiality when managing client information.
- Actively report any identified incidents or near misses to the Communication and Stakeholder Engagement Officer in a timely manner.
- Any other duties that commensurate with skills and abilities as deemed reasonable and appropriate to the role as occasionally directed.

Key Selection Criteria

- Demonstrated relevant working experience and knowledge in contemporary issues that vulnerable people and communities experience within a COVID-19 setting.
- Identifies with relevant community group ie Vietnamese, Indian, Afghan, Iraqi and South Sudanese.
- Fluent verbal and written communication in English and identified community group language(s) ie Vietnamese, Indian, Afghan, Iraqi and South Sudanese (please include the language(s) you are fluent in).
- Proven experience working directly with Culturally and Linguistically Diverse (CALD) communities including ability to advocate for CALD communities to service providers within the organisation and external stakeholders.
- Demonstrated ability to explain complex ideas in culturally relevant and accessible ways.
- Shared lived experience; an understanding of culture, tradition, values and migrant experiences (where relevant)
- Demonstrated experience in effective relationship and network building skills with local community.
- Understanding of safe practices relating to pandemic and infection control and OHS.
- Basic computer literacy skills.
- Current Victorian driver's licence.

Other Information

- This role is subject to a satisfactory National Police History check.

Occupational Health and Safety

- Ensure that IPC Health's Occupational Health and Safety Policy and Procedures are continually observed and complied with.
- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with IPC Health's OHS Frameworks.
- Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.
- Actively participate in hazard elimination where practical.

Our Values



IPC Health is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. IPC Health encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI community to join our workforce.

IPC Health is committed to the safety and wellbeing of all children and young people accessing our services and the welfare of the children in our care will always be given a high priority. IPC Health is committed to providing a safe environment where all children and young people feel safe and valued.

Physical Inherent Requirements

- Office Duties:
- Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.
 - General office based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
- Driving:
- Required to drive private or IPC Health owned vehicles.
- Work Environment:
- May be required to work from different sites, including home visiting and offsite facilities.
 - Exposure to varied weather conditions.
- Carrying and Lifting:
- Infrequent lifting and carrying of items up to 5kgs.
- Standing and Walking:
- Standing and walking for periods up to an hour at a time with breaks.
- Bending and Reaching:
- Required to occasionally bend and reach.

People and Culture Use Only

Position Number(s) TBC

Last Reviewed 2 October 2020