

Location/s	Upper Mount Gravatt
Reporting to	Team Leader
Direct Reports	Nil
Level	1
Date Updated	October 2022

About the Role

The Bicultural Worker will enhance the provision of facilitation and delivery of group programs for clients who are from culturally and linguistically diverse backgrounds. The Bicultural Worker facilitates effective communication between practitioners and community groups to effectively deliver plans that promote healthy and respectful relationships.

Key Responsibilities

Group Facilitation	<ul style="list-style-type: none"> Engage and build a positive rapport with the group and assist where translation is required to review, develop, or participate in group facilitation. Provide translation and in-language support to groups of culturally and linguistically diverse clients. Support Practitioners to plan, establish, facilitate, and evaluate client groups from the relevant culturally and linguistically diverse community. Be respectful, inclusive, and mindful of diverse cultural and family structure and ensure that the program and environment is suitable and accessible to all.
Community Education and Engagement	<ul style="list-style-type: none"> Support consultation with key groups, including community services and program participants to promote inclusive co-design. Educate and promote key stakeholders on the program. Advocate for the best interests of the client, their families and support networks. Support local efforts to develop collaborative working relationships with key community stakeholders and culturally and / or linguistically specific services. Provide insight on initiatives relevant to the community and which align with our overall program aims. Contribute to file maintenance and record keeping.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner. Report any conflict of interests promptly to group facilitators or line manager.
File and Diary Management	<ul style="list-style-type: none"> Contribute to maintaining client files, case notes and risk management documentation as per organisational policy and procedure. Maintain the client information system to enable effective and informed client bookings.

Supervision and Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice to improve professional development.
Administration and Planning	<ul style="list-style-type: none"> • Where directed, assist with the provision of administrative and general office duties. • Contribute to operational planning as requested by the reporting manager.
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in ways that advances RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Fluency in relevant community language/s and English with the capacity to provide interpretative services. 	<ul style="list-style-type: none"> • Relevant tertiary qualifications in a community development or related health and human services discipline is desirable, but not essential.
Experience	<ul style="list-style-type: none"> • Ability to work collaboratively within the community and with diverse groups across communities. 	<ul style="list-style-type: none"> • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities).
Knowledge	<ul style="list-style-type: none"> • Demonstrated understanding of your community networks and communities. 	

	<ul style="list-style-type: none"> • Knowledge of and experience in working/volunteering in community programs/projects. 	
Skills	<ul style="list-style-type: none"> • Good interpersonal skills, showing ability to work cooperatively and communicate effectively with a range of people including refugee communities, peers, external stakeholders, and government departments. • Good communication skills both written and verbal in English and another identified language. • Ability to translate concepts that promote group participation. • Ability to work as a member of a team. • Demonstrated understanding and appreciation of cultural differences. • Ability to maintain confidentiality. 	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal. • Excellent organisational abilities - manage competing deadlines within tight timelines, with strong time management, setting priorities, and planning to achieve project objectives. • Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications. • Knowledge of training and facilitation.

It should be noted that Position Descriptions are under constant review and may be changed at any time.