

POSITION DESCRIPTION

Migration Liaison

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'.

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

Program Purpose

Spectrum has been supporting Melbourne's migrant and refugee communities for over 40 years, providing a range of services that enable our clients to feel at home in Australia and to participate fully in all aspects of the Australian community.

Spectrum's Migration Services team delivers immigration advice and assistance to humanitarian entrants, family stream migrants, people seeking asylum, and people wanting to propose humanitarian entrants to Australia.

Position Purpose

The Migration Liaison procures referrals into our service through networking activities, assesses clients' eligibility for our service and for various immigration pathways, develops case plans for clients' settlement and employment on arrival, liaising with employers to verify employment pathways for visa applications, and liaising with clients and their proposers, both onshore and offshore, to ensure their migration pathways are valid and supported by the broader Spectrum team.

Migration Services

Settlement Engagement and Transition Support (SETS)

Funded by the Home Affairs to support the family reunification of humanitarian entrants or vulnerable migrants who arrived in Australia as humanitarian entrants within five years of arrival in Australia.

Community Support Program (CSP)

The Department of Home Affairs have approved spectrum to deliver this program as an Approved Proposing Organisation (APO). As an APO, Spectrum assists people with humanitarian claims and strong employment prospects to prepare and lodge their visa application and to settle into the Australian community, on a fee-for-service basis.

KEY RESPONSIBILITIES	
Planning	<ul style="list-style-type: none"> In conjunction with the Manager, undertake the overall planning, implementation and monitoring of programs, activities and services targeted to youth and meet identified needs.
Capacity Building	<ul style="list-style-type: none"> Participate in relevant networks and community engagement work to identify needs of the community to support service delivery planning. Support newly and recently arrived clients via internal and external programs. Promote the profile of newly arrived communities within the local media and mainstream agencies. Contribute to project evaluation, research, submission, and policy development relevant to the migrant services. <ul style="list-style-type: none"> Where relevant, contribute to the development and updating of Spectrum policies and procedures.
Casework	<ul style="list-style-type: none"> Provide individualised support to visa applicants and their proposers. Assess clients' eligibility for services, humanitarian claims, employment prospects and settlement needs. Collate relevant documentation required for visa applications. Conduct English language assessments of visa applicants. Consult with employers to verify visa applicants' employment prospects. Conduct comprehensive needs assessments and case management plans for everyone. Develop individualised settlement and employment plans for each applicant. Undertake research, as required, in support of migration applications. Conduct assessments of the financial capacity of visa applicants' Australian proposers. Ensure adherence to service delivery timeframes and key performance indicators. Identify and manage client and service risk; ensure incidents are reported according to organisational policies. Provide quality, innovative services in line with best practice case management approaches. Identify and develop opportunities for service innovation and continuous improvement. <ul style="list-style-type: none"> Actively work in a way that enhances the client experience of Spectrum. Provide settlement-related information, advice, referrals, and advocacy in the short term while awaiting more substantial support from other services.
Data and Record Keeping	<ul style="list-style-type: none"> Maintain accurate and up to date client records in accordance with organisational policies. Manage client records, including case notes. Ensure timely reporting of service delivery into various databases, per contract requirements. Ensure appropriate, accurate collection, documentation, and analysis of client data/statistics. <ul style="list-style-type: none"> Ensure quality assurance mechanisms are sustained and actively participate in internal and external audits
Quality improvement and compliance	<ul style="list-style-type: none"> Support the development and use of clear, consistent, and transparent processes and internal controls framework. <ul style="list-style-type: none"> Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls
Risk & Compliance	<ul style="list-style-type: none"> Ensure the compliance of all program policies and attend regular professional training in relation to quality and compliance. Support the development and use of clear, consistent, and transparent processes and internal controls framework.

KEY RESPONSIBILITIES	
	<ul style="list-style-type: none"> Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls
Stakeholder Engagement	<ul style="list-style-type: none"> Build and maintain relationships and partnerships with key agencies to promote and strengthen program delivery and outcomes. Provide cross-cultural consultancy to mainstream agencies when working with target groups to enable them to deliver appropriate and culturally sensitive services. Advocate for the needs of target groups to the Department of Home Affairs. Represent Spectrum at external committees/network meetings and positively market/promote the organisation and services/program as required;
Organisational Responsibilities	<ul style="list-style-type: none"> Ensure that you adhere to the Code of Ethics and Conduct at all times, and report any observed breaches to Management. Adhere to the Child Safe Policy. Display a commitment to the purpose and values of Spectrum. Comply with Occupational Health and Safety Report all incidents, near misses and other concerns to supervisor and the OH&S Representative. Other tasks will be assigned from time to time to meet the needs of the organisation

KEY SELECTION CRITERIA	
Qualifications	<p>Desirable:</p> <ul style="list-style-type: none"> Relevant tertiary qualifications in Social Work/Psychology/Community Development or related disciplines and experience in migrant settlement or a related human services sector.
Skills & Experience	<ul style="list-style-type: none"> Demonstrated experience collaborating with people from culturally and linguistically diverse backgrounds, particularly those with refugee backgrounds. Generalist experience in migrant settlement, employment, or related human services sector. Genuine interest and commitment to social inclusion and valuing difference and diversity. Effective communication and people skills, including written and oral communication. Ability to exercise discretion and sound judgment, to consult with stakeholders including members of the legal profession, the public, and staff at all levels. Understanding of the challenges faced by people with humanitarian and refugee backgrounds. Advanced organisational skills, including the ability to prioritise work and meet deadlines within short time frames and with minimum supervision. Ability to maintain confidentiality and sensitivity to legal, political, and other issues. Ability to assess client eligibility for Spectrum services, and to assess which cases to progress. Ability to conduct individual client needs assessments and case plans. Initiative and demonstrated ability to work independently to achieve targets/results. Ability to use computer systems/databases, including proficiency in use of MS office software. Able to meet monthly budget targets aligned with Key Performance Indicators. Well-developed and demonstrable problem solving, analysis and judgement skills;
Personal Qualities & Behaviours	<ul style="list-style-type: none"> Being adaptable to changing circumstances and being able to prioritise work. Ability to work in a busy environment and to work both independently and as part of a team. Genuine interest and commitment to social and inclusion and valuing difference and diversity Client focused and person centred.

KEY SELECTION CRITERIA

Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none">• Clear 'Police Check', within the last twelve months• Current Working with Children' check• Motor Vehicle Drivers Licence (valid in Victoria)• Must satisfy all visa requirements for working in Australia.
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POSITION INFORMATION

Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 4.1
Employment Period	12 – month fixed term
Hours of Employment	Full time
Performance Review	Annually

KEY RELATIONSHIPS

Department	Settlement and Family Services
Program	Settlement Engagement and Transition Support & Community Support Program
Reports to	Senior Migration Agent
Manager	Manager – Migration and Business Development
External	

KEY SYSTEM AND EQUIPMENT USAGE

<ul style="list-style-type: none">• Microsoft Windows Office Suite• Migration Manager
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ADDITIONAL INFORMATION

Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.

ADDITIONAL INFORMATION	
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

OTHER RELEVANT INFORMATION
This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

EMPLOYEE DECLARATION

I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Employee name:	Signature:	Date:

Position Title		Date Updated	
Department		Review Date	