



## Position Description

# Multicultural community engagement worker (aged care navigation) Hindi speaking

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Title:	Multicultural community engagement worker
Hours:	Part time temporary until 30 December 2023 (2 days per week)
Reports to:	Multicultural Aged Care Finder
Award:	Health Professionals and Support Services Award
	Support services LVL7 – LVL8
	\$27.46 - \$31.19 per hour
	Generous salary sacrifice packaging available

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### **Organisational Background**

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

### **Position Overview**

- (a) Community engagement: This position is a front-line position that contributes to building relationships with multicultural communities in Brisbane north. The position will engage target communities, establish relationships and networks, communicate via culturally targeted strategies and promote WWG services within multicultural communities.



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- (b) Individual support: This position also provides support to Multicultural Aged Care Finder program staff and older adult clients. The worker will draw on their own culture, language and lived experience to support older people from their community to engage with WWG Multicultural Care Finder services.
- (c) A language skill to the native level (in Hindi) is essential, as well as the ability to speak and understand English to a high level of proficiency. Having Punjabi as a secondary language would be highly regarded.

## Key responsibilities and duties

- **Promotion:** promote WWG and aged care services to seniors, community leaders, community touchpoints and community groups using culturally tailored approaches. This position will work alongside the program staff members to ensure the engagement with multicultural communities is culturally responsive.
- **Resource development:** assist in the development of culturally tailored and translated information resources, identify multicultural media channels and social media opportunities for promotion.
- **External liaison:** liaise with external agencies, non-government organisations and community associations to engage them into the Care Finder program activities and to elicit referrals
- **Individual support:** provide cultural and practical support to seniors when engaging with care finder program staff to ensure culturally safe service provision, create a welcoming environment and treat clients with respect and dignity.
- **Team work:** work as part of a team, liaise with care finder staff in regard to client follow up and community engagement matters, participate in meetings, training, supervision
- **General duties:** Data entry and maintain relevant records for accountability and record keeping
- Additional duties as requested by the line manager

## Corporate

- Ensure World Wellness Group Ltd.'s (WWG) reputation is protected and enhanced by performing all duties in a professional and courteous manner maintaining confidentiality
- Abide by WWG's policies and procedures, adhere to OH&S safety guidelines, and comply with the WWG Code of Conduct.
- Act in a respectful, encouraging and helpful manner at all times with clients and co-workers in a dynamic and cross-cultural environment.

## Key Selection Criteria

1. High level of speaking, reading and writing skills in English and in Hindi. Ability to also speak Punjabi will be highly regarded.
2. Demonstrated member of the Indian community with excellent networks within own Indian ethnic community and understanding of community places of gathering, dynamics, leadership and associations/groups.
3. Experience doing community engagement work (paid or unpaid)
4. Understanding of Indian community beliefs about aged care and how they may affect access to services



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5. Demonstrated ability to work independently as well as within the broader team.
6. A willingness to obtain a Blue Card and a satisfactory Police Clearance Certificate.
7. Good computer proficiency and ability to maintain records and enter data

## **Desirable**

- Experience working with vulnerable people
- A current driver's license
- Experience working in a cross-cultural environment