



## **Employment Pathways**

### **Position Description & selection criteria**

#### **Muslim Employment Project - Support Worker**

##### **Organisation overview**

ACCES Services Inc (Assisting, Collaborative, Community, Employment, Support Services Inc) is a community based, not for profit organization based in Logan City.

ACCES Services Inc was established nearly 20 years ago. We are committed to fostering community development, settlement and employment initiatives and to providing personal support programs to address the needs of disadvantaged community groups including migrants, refugees, humanitarian entrants and temporary protection visa holders. Under a social justice framework, we also commit to creating coherence through the development of needs based services and the establishment of collaborative service deliveries with relevant service providers.

ACCES Services Inc, through its interventions, endeavors to create a healthy community where people share skills and resources, develop a sense of responsibility for themselves and each other and contribute to a cohesive community that encourages and educates and has the courage to shape its own future.

##### **Project overview:**

ACCESS Employment Pathways is a multi-regional program that aims to provide individualised and case managed employment pathways, skill development options and support for unemployed and underemployed people in the Logan, Gold Coast and Brisbane West regions. ACCESS Employment Pathways has a specific focus in assisting migrants, refugees and humanitarian entrants from a non English speaking background, gain meaningful and sustainable employment.

The Muslim labour market participation initiative is a two year project jointly funding by the State Government Department of Employment & Industrial Relations and the Federal Government Department of Immigration and Citizenship. The project aims to support unemployed and underemployed Muslim people, who are disadvantaged in the labour market, and to examine/address barriers to employment for Muslim people in the workforce.

The Muslim Labour Market Participation Support Worker is expected to work with and provide support to the Muslim Labour Market workers to address the needs of job seekers identifying with the Muslim faith.

The position is dependant on ACCES Services INC receiving sufficient funding levels to continue the position;

### **Authority:**

The **Muslim Employment Support Worker** is one of a number of specialist support workers within the Employment team and as such works in close collaboration with the Employment Advisors and Employment Project officers.

The **Muslim Employment Support Worker** reports to the Muslim Employment workers for day to day issues with overall responsibility to the Manager Employment Services.

### **Conditions of appointment:**

This Project Support Worker will be employed on an employment contract working a minimum of 20 hrs per fortnight. Expected term of appointment is for 12 months. Hours may be worked flexibly in that period and will be negotiated with the successful applicant. This continuation of this program is subject to funding for this activity and continued client demand. ACCES Services Inc retains the right to cancel this program at any time should the organisation deem it necessary.

### **Salary**

SACS level 3.3 (\$19.34 p/h) to a minimum of 20 hrs per fortnight. Hours may be worked between 8am to 6pm pm however days and hours may vary according to project needs.

### **Location**

The project is primarily based at our Woodridge office, 92 Wembley Road Woodridge with some outreach activities in the project target regions.

### **Specific Duties**

- ❖ Provide a consistent project presence for clients accessing the service in the Woodridge area while supporting the Muslim Employment Workers in outreach activities.
- ❖ Assist and support the Muslim Employment Workers to assess clients' needs and organising a service plan with them in order to address the identified needs.
- ❖ Assist the Muslim Employment Workers to coordinate the delivery of and access to culturally appropriate programs, training and employment opportunities to meet identified needs
- ❖ Provide relevant client support as directed including resume preparation and assisting with the monitoring of clients undertaking training programs or employment placements
- ❖ Support the Muslim Employment Workers to monitor the effectiveness of the service plans including working collaboratively with other case workers
- ❖ Provide support for the Muslim Employment Workers to input, manage and analyse data relating to case plans and community capacity building initiatives to identifying key issues and needs of clients/communities
- ❖ Actively support the Muslim Employment Workers to compile reports for the organisation, funding bodies, and/or Advisory Committee as specified in contractual agreements and/or as requested by the Director of ACCES Services Inc.

- ❖ Provide support for the Muslim Employment Workers to participate in local networks and interagency as deemed relevant to the project's development and delivery
- ❖ Provide support for the Muslim Employment Workers to build links with other government agencies/funding bodies to increase the long term capacity of the community sector to respond to and meet needs of Muslim Jobseekers
- ❖ Actively work with the Muslim Employment Workers to participate in specific staff, team, Advisory Committee and other relevant meetings
- ❖ Perform all general administration functions including production of minutes, documents, reports, data entry, letters, checking and responding to emails, answering phone and face to face enquiries, filing, establishing systems and supporting staff as required or requested

**Additional duties:**

1. Participate in specific staff, team, advisory committee and other relevant meetings;
2. Maintain and update accurate participant records on ACCES Services INC client database;
3. Contribute to timely submission of reports and/or data as required by external funding agencies and/or management;
4. Represent ACCES Services INC in relevant service forums and inter-agency networks as directed **and** promote program areas and the organisation in a positive manner;
5. Maintain awareness of the full range of ACCES Services INC internal programs and services; support and promote as required;
6. Contribute positively to the planning and delivery of ACCES Services INC programs;
7. Ensure a safe working environment for participants in line with organisational workplace health & safety policy and procedures;
8. Undertake any other duties as required by the organisation;

**Essential Attributes and requirements:**

- ❖ A flexible approach and a demonstrated ability to meet tight deadlines
- ❖ Resilience, integrity and a positive approach to issues resolution
- ❖ Exceptional communication and interpersonal skills
- ❖ Knowledge, understanding and empathy for the cultural backgrounds of the target groups
- ❖ Commitment to ACCES Services Inc ethos and values
- ❖ Current drivers license

**Desirable**

- ❖ Knowledge of local issues and service provision is desirable
- ❖ Certificate IV in assessment and workplace training with experience in group facilitation an advantage.

## **Selection Criteria**

**An application for this position must address each of the selection criteria listed below. Your application should also include a covering letter and resume containing the names, addresses and contact numbers of two referees, who may be contacted with respect to this application.**

1. Demonstrated experience and/or interest in the Community Services/ Employment field with an emphasis in working with multicultural community groups.
2. Well developed knowledge of employment and training related issues faced by Muslim communities
3. Ability to organise and prioritise own work and willingness to accept responsibility for an allocated task, including follow procedures and instructions.
4. Demonstrated interpersonal and written communication skills, including the ability to liaise and negotiate with a variety of clients
5. Hi Level Computer literacy with sound knowledge in computer based applications such as Microsoft Word, Outlook, Publisher and Databases.
6. A positive manner demonstrating initiative and flexibility to adapt to changes as required by role

Applicants from a non English speaking background are encouraged to apply.

Applications close: 9<sup>th</sup> April 2009

Please send cover letter, resume and response to selection criteria to:

Manager Employment Services  
ACCES Services INC  
P O Box 10  
Woodridge Qld 4114

Or email to: [amandam@asi.org.au](mailto:amandam@asi.org.au)