



POSITION DESCRIPTION

Job Title	Migrant Settlement Coordinator
Location	111 Targo Street, BUNDABERG 4670
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Salary Classification	Level 5
Status	Part-time, Fixed Term
Hours	28 hrs/week
Closing Date	15 th September 2026

1. Goal of Position

To develop, coordinate, identify the needs of, monitor and evaluate the Settlement, Engagement and Transition Support – Client Services (SETS) program for Bundaberg Region in accordance with the guidelines of the Service Agreement with the Department of Social Services (DSS).

2. Accountability and Reporting

- The Migrant Settlement Coordinator is accountable to the Centre Manager.
- The Migrant Settlement Coordinator is accountable for the day-to-day administration and operational management of the DSS/Settlement program objectives for people of Culturally and Linguistically Diverse (CALD) backgrounds in Bundaberg region.
- Provides direct service delivery of information, referral, practical and emotional support to individuals and families with regards to settlement issues.
- Offers short-term support and appropriate referrals to individuals and families of CALD backgrounds.
- Gives information, support and referrals to individuals, families and community service providers on issues associated with peoples of CALD backgrounds.
- Has a community development framework and project work to assist and link emerging CALD individuals and families to identify and develop strategies that will assist CALD people to respond to their own needs.
- Has direct consultation with people of CALD backgrounds to identify and evaluate emerging issues and needs.
- Conducts networking, advocacy and lobbying to secure improved quality and integrated responses from government and service providers.
- Identifies Cross-cultural information and training for community service providers, communities and individuals.
- Assist clients with Domestic and Family Violence issues through referral and other appropriate actions.

3. Other Key Duties – Service Delivery

- a. Assess family and individual needs and implement appropriate short-term interventions including casework support and referrals to other agencies.
- b. Coordinate and deliver services that are targeted at youth.
- c. Advocacy and lobbying for CALD peoples amongst local community service providers and government agencies to ensure continued support.
- d. Identify, prioritise and monitor emerging needs for CALD peoples in the Bundaberg community.
- e. Develop and monitor annual work plan to ensure accountabilities of the Service Agreement with DSS and the needs of CALD peoples are being met.
- f. Maintain, implement and monitor data collection, statistics, evaluation and client file management within the Data Exchange (DEX) online reporting system.
- g. Prepare reports to the funding body (DSS).
- h. Represent Bundaberg & District Neighbourhood Centre and the SETS Program objectives within and across the community.

4. Are you the right person for the job?

Essential

1. Relevant / recent work experience within a multicultural work environment
2. Good knowledge of the Australian Immigration Visa system
3. Relevant qualification/s or equivalent work experience to support migrant settlement functions
4. Current (or ability to obtain) Working With Children Check Positive Notice Blue Card
5. Current Australian Driver's Licence

Selection Criteria

1. Demonstrated ability to work with multicultural clients and to provide advice and assistance with service referrals and connections to services and agencies.
2. Proven ability to establish community networks and to build relevant relationships within the multicultural and the business sector.
3. Experience in preparing and conducting individual needs assessment and developing and implementing client focused action plans.
4. Ability to plan, initiate and facilitate activities that support the settlement of new migrants within the community.
5. Demonstrated knowledge of and application of workplace health and safety practices.
6. Knowledge of or the ability to quickly gain an understanding of the National Settlement Framework.