



Position description

PALM Scheme Community Connections Coordinator, North-West Victoria

Reporting to:	Senior Social Justice Advocate
Unit:	equipping Leadership for Mission
Location:	Mildura area This is a working-from-home position
Tenure:	Full Time / Ongoing
Hours per week:	37.5
Cost centre:	C023
Date:	December 2024

Employee Name

Signature

Date

Manager

Signature

Date

Synod of Victoria and Tasmania

As part of the Uniting Church in Australia, the Synod of Victoria and Tasmania is the Council of the Church responsible for the general oversight, direction and administration of the Church's worship, witness and service in the region allotted to it. It exercises pastoral, executive, administrative and discipline responsibilities in relation to the presbyteries within its bounds. In particular, it promotes and encourages the mission of the Church, assisting congregations and presbyteries within its bounds in their faithful participation in the mission of God.

The PALM Scheme

The PALM Scheme is a partnership program between the Australian Government, and the Governments of nine Pacific Island nations and Timor Leste that places workers from those nations into selected placements in Australia for up to four years. It provides Australian employers with a reliable labour force otherwise not available, and it provides the partner nations with a much needed source of employment for their people, and economic development for their nation.

In response to the cultural dislocation experienced by the PALM workers who come into the Australian employment context, The Commonwealth Government has provided funding over three years for a project to facilitate better connections between workers and the local communities where they live and work, with a view to giving workers a sense of belonging during their time in Australia.

The contract was awarded to the Salvation Army with subcontracting bodies being the Uniting Church in Australia Synod of Victoria and Tasmania, Pacific Islands Council of Queensland, and the NSW Council for Pacific Communities.

Role purpose

The Community Connection Coordinator role is to collaborate with employers to facilitate meaningful connections for workers with their local communities and diaspora networks.

Local community bodies will include (but not be limited to) churches, sporting groups, local government, service groups, and welfare centres. The role will include informing community networks about the PALM Scheme and building cultural bridges between worker groups and the local community, thus facilitating meaningful relationships and mutual cultural understanding.

The role also includes collaboration in the support for workers in difficulty or hardship, facilitating the repatriation of workers who have left the Scheme, and provision of support for worker families who are part of the Family Accompaniment Scheme.

Key selection criteria

Qualifications and experience

This position requires the following knowledge and experience.

- Bachelor's degree in community development or a related field or demonstrated equivalent relevant experience, knowledge and skills
- Studies or demonstrated relevant experience in project management and/or community and stakeholder engagement
- Demonstrate understanding of Pacific Islands and/or Timorese cultures.

Skills and abilities

The successful applicant will have the following skills and abilities.

1. **Sector knowledge:** demonstrate understanding of the Pacific Islands and/or Timorese cultures. Familiarity with rural culture and structures in Victoria and experience working with people of diverse cultural and linguistic backgrounds. Competence in computer programs and data submission as required by Department of Employment and Workplace Relations.
2. **Teamwork:** cooperates and works well with others in the pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others.
3. **Creativity and innovation:** generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice
4. **Client focus:** uses understanding of the context to ensure outcomes are achieved and issues are resolved; listens to others; actively seeks to meet client needs; seeks ways to improve services; committed to delivering high quality outcomes.
5. **Detail focus:** observes fine details; identifies gaps in information; looks for logical sequences of information. Highlights practical considerations of plans and activities.
6. **Planning and organising:** sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required; identifies processes, tasks and resources required to achieve a goal; establishes systems and procedures to guide work and track progress. Demonstrated ability to manage multiple tasks and competing deadlines.
7. **Communication skills:** demonstrates excellent verbal and written communication skills; confidently conveys ideas and information in a clear and interesting way; demonstrates excellent interpersonal skills and abilities to effectively interact with a diverse range of individuals and groups. Ability to prepare, check and edit documentation with a high degree of accuracy.

Personal competencies/qualities:

The successful applicant will also have these personal competencies and qualities.

- 8. Drive and commitment:** Enthusiastic and committed. Demonstrates capacity for sustained effort and hard work. Sets high standards of performance for self and others. Enjoys a vigorous and dynamic work environment
- 9. Personal awareness:** Reflects on one's own life and can demonstrate an understanding of faith and the importance of community.
- 10. Awareness of culture and diversity:** awareness of issues related to inclusion and fairness; understanding of diversity in culture (importance of Culturally and Linguistically Diverse – CALD – communities), ability, age, gender and sexuality (issues related to Lesbian Gay Bisexual Transgender Intersex – LGBTI – communities); capacity to embrace the values and benefits of diverse communities, including in faith-based gatherings and workplaces.

Other requirements

Applicants are required to obtain a Working with Children's Check, and their employment will be subject to satisfactory completion of a National Criminal History Check.

Flexibility is required in terms of working hours, with work on weekends and/or in evenings necessary from time to time. Travel within northern and western Victoria, and interstate, will be required. Applicants will require a current driver's licence and the use of their own vehicle.

As this is a working-from-home position, the incumbent is responsible for providing a safe and ergonomic home working environment. The Uniting Church in Australia will provide a computer and phone for work purposes.

All staff are responsible for maintaining records and data related to their role responsibilities and work area in accordance with the relevant policies and procedures.

Applicants must be willing to work within the Synod Values and Characteristics (see below).

Key accountabilities and activities

Key accountabilities	Key activities
Support the PALM Scheme workers and communities in northern and western Victoria.	Build meaningful relationships with and across local community groups and personnel, local government, approved employers, and diaspora networks in northern and western Victoria. Assist local community groups and diaspora networks understand how the PALM Scheme works and the pathways for support of workers on the Scheme. Coordinate local contacts to attend on-arrival briefings and to make community events accessible for workers. Establish collaborative relationships with Country Liaison Officers attached to High Commissions and Embassies and staff from the Commonwealth Government.

	<p>Liaise with the National Co-ordinator-Community Connections, other Community Connections Coordinators, and other stakeholders</p> <p>Collaborate with Family Liaison Officers in building connections between worker families and local community and diaspora groups.</p> <p>Assist in the national dissemination and delivery of cultural competency information and resources for PALM Scheme stakeholders as appropriate.</p> <p>Any other relevant tasks to further the success of the project as assigned by the manager.</p> <p>Provide support and welfare in collaboration with DEWR and the National Coordinator of Community Connections,</p> <p>Provide support to workers on the PALM Scheme who are in financial, social or criminal justice difficulties. Such support can involve finding accommodation providers and other social, financial and community support.</p> <p>Refer cases to the National Coordinator, especially where access to the Commonwealth Government Emergency Response Fund is needed.</p> <p>Complete other worker welfare and well-being tasks as requested by the Department of Employment and Workplace Relations, some of which require sensitive investigations and culturally sensitive engagements.</p> <p>Support and maintain reporting systems, including for example:</p> <ul style="list-style-type: none"> • Support the National Co-ordinator in program reporting, communications, project planning, and evaluation. • Assist to maintain a national contacts directory of local community contacts in locations where workers are placed. • Work with local networks to gather information, good news stories and other relevant content for social media and other communications. • Document issues, challenges and emerging trends from the local level and communicate those to the National Co-ordinator. • Promptly escalate urgent matters and critical incidents involving workers to National Co-ordinator.
<p>Communicate effectively</p>	<p>Confidently convey ideas and information in a clear and interesting way, clearly understanding the target audience and the objectives of the communication, using audience feedback to refine communication and handling difficult and sensitive communications well.</p> <p>Write briefs, emails and reports using clear, concise and grammatically correct language and editing written communications to ensure they contain the information necessary to achieve their purpose.</p> <p>Use multiple communication channels to tailor communication to relevant audiences.</p>
<p>Demonstrate team work</p>	<p>Openly share insights and working well with other coordinators and volunteers within the project.</p> <p>Participate in team meetings and conversations with peers in a way that encourages collaboration, connection and light and simpler systems.</p> <p>Remain open and flexible to new ideas and the sharing of resources to ensure the wisest use of the project's precious resources.</p>

	<p>Demonstrate enthusiasm for the strategic direction, purpose and goals of the project.</p> <p>Maintain effective and respectful relationships.</p> <p>Resolve any conflict that may arise through effective reconciliation methods.</p> <p>Participate in team development activities and exercises to enhance own leadership and foster a culture of teamwork across the project.</p>
Manage self	<p>Maintain clarity of purpose relevant to the project's purpose.</p> <p>Prepare own work plan annually with agreed measurable outcomes.</p> <p>Demonstrate a commitment to developing self, learning new skills and gaining new insights into own effectiveness.</p>

Synod Vision

Following Christ, walking together as First and Second Peoples, seeking community, compassion and justice for all creation.

Synod Ministries and Operations Mission

To inspire, resource and enable presbyteries, congregations and agencies to live Synod's vision.

Values and Characteristics

Trust – a dependable partner - being a dependable partner that builds trust through: respectful, just and honest action; acting with integrity; ensuring the safety of all children and vulnerable people is paramount; aligning policy and practices; and fulfilling promises.

Collaboration – a shared responsibility - taking responsibility and collaborating through; knowledge sharing; inclusive decision making; and walking together as First and Second Peoples.

Growth – an expansive culture - embracing a culture of generosity and growth by: nurturing new ways of doing things; continuous improvement to practices, systems and processes; hearing all voices, contributions; welcoming diversity and consultative leadership.

Sustainability – a healthy ecosystem - maintaining a vibrant environment by: the intentional use of resources and ensuring we have the right skills, development, gifts and talents where we and our work flourish.