



cultura.
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Position Description: Visa Support Worker

Position title	Visa Support Worker
Job type	Full Time and Part time
Hours of work	Various
Reports to	Geelong Visa Support Workers – Senior Migration Agent Dandenong Visa Support Workers – Senior Case Manager
Location	Northern Community Hub, and other Cultura locations as required
Department	Settlement and Community Services
Direct reports	N/A
Budget	N/A
Agreement/Award	Social, Community, Home Care and Disability Services Industry Award 2010, Level 3
PD date	August 2024

Cultura

Cultura is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

Our Purpose: Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

Our Vision: Empowering diverse individuals and communities to reach their full potential

Our Values: Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, Cultura operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

Cultura has around 400 staff, 300 volunteers and an annual operating budget of \$42 million.

Position summary:

The Visa Support Worker will assist the Registered Migration Agents to prepare Refugee Visa applications for individuals fleeing conflict and persecution in identified countries.

Duties

- Assist to prepare visa applications and supporting documents. This can range from form filling to following up on the collection of information and documents to complete an application;
- Ensure that case preparation for visa applications are accurate and professionally presented;
- Accurately maintain and update client files in relevant systems;
- Review of visa applications and related documents under the supervision of a Registered Migration Agent;
- Assist Registered Migration Agents to liaise with visa applicants and sponsors as directed by the Registered Migration Agents;
- Excellent case file management (i.e. records of correspondence, file notes, receipt and storage of documents, return of documents to clients) techniques as per Code of Conduct and quality standards;
- Strong technical knowledge with respect to the current Australian immigration laws and policy;
- Assist Registered Migration Agents with lead research, and draft responses. For example, research and present 'Country Information' using DFAT, UNHCR, USA Dept Of State; and other relevant organizations websites.

Qualifications and experience

- Willingness to work under supervision of Cultura Migration Agents including taking direction and feedback;
- As strong technical knowledge with respect to the current Australian immigration laws and policy;
- A strong interest in social justice and human rights, particularly refugee and asylum seeker rights and policy in Australia;
- Ability to take instructions from clients and keep accurate and concise file notes;
- A sensitivity to the highly vulnerable nature of clients and a willingness to work with people from a variety of backgrounds;
- Good verbal and written communication skills;
- Willingness to work with interpreters either face to face or over the phone;
- Bilingual capabilities (both written and verbal) in Arabic, Syriac, and/or Dari;
- Enhanced IT skills.

Other Terms and Conditions of Employment:

- Staff will comply with Cultura OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, Work Rights Check, Medical Check and providing evidence of sufficient COVID 19 vaccinations. Cultura will pay for the costs associated with Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check and Medical Check.

- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

Child Safety

Cultura is committed to the safety and wellbeing of all children and young people. Cultura has zero tolerance for child abuse. Cultura is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Cultura has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

Inclusion and Diversity

Cultura is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

Expected Behaviors

- acts in accordance with the Cultura code of conduct, and is committed to the Cultura vision, purpose and values;
- acts in accordance with health and safety policy and management system;
- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates a customer focus by prioritizing the needs and outcomes of internal and external customers;
- acts in a manner consistent with Cultura policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery;
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role;
- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies;
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

Acceptance of offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

Name	
Signature	
Date:	

Please return a signed copy of this Position Description to People and Culture, prior to commencing the role.

