

## POSITION DESCRIPTION

<b>Position title</b>	Multicultural Access Program Coordinator	<b>Division</b>	Aged Care
<b>Reports to</b>	Aged Care Services Manager	<b>Location</b>	Penrith, Mt Druitt, Blacktown
<b>Direct Reports</b>	None	<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS)
<b>Status</b>	FT Fixed Term to 31/12/2025	<b>Salary Packaging</b>	Tax free salary as per Fringe Benefits Tax Legislation
<b>Date Created</b>	12/03/2025	<b>Award Level</b>	5

### About the Company

SydWest Multicultural is a not-for-profit organisation which is committed in providing a broad range of services across Greater Western Sydney, the Inner West and the City of Sydney. We are a leading organisation on cultural diversity offers flexible and integrated services across the life cycle for refugees and migrants; support for seniors; disability support; women and families; youth; housing support; and settlement services.

SydWest Multicultural Services' Mission is to deliver quality services meeting diverse needs to maximise individual and community outcomes.

Our Vision is to create an inclusive society where all people have equal opportunities to grow and thrive.

### Values

<b>Choice</b>	We commit to ensuring consumer choice is always the top priority in our work with clients and the community.
<b>Celebration</b>	We commit to celebrating everyone's achievements as we all work together to build a more inclusive society.
<b>Connection</b>	We commit to building and strengthening connections across the community and in everything we do.
<b>Integrity</b>	We commit to integrity in all our work, both personal and professional, to ensure we deliver quality, trusted outcomes at all times.
<b>Quality</b>	We commit to maintaining the highest excellence in all our work, driven by clear policies and processes for quality.

### Purpose of the Role

The Multicultural Access Program (MAP) Coordinator is part of the SydWest's Aged Care Team which is part of SydWest's Aged Care Services Division. This position is responsible for providing support to individuals from culturally and linguistically diverse (CALD) communities in the Nepean Blue Mountains region to access primary healthcare. Individuals from CALD communities are likely to experience additional barriers when engaging with primary healthcare and this role will support them to have clear pathways to better navigate existing primary healthcare care services such as GPs, allied health, and mental health services.

### Qualifications and Skills

- A Social Work, Community Services, Community Development or Health Related qualification or equivalent
- Health Literacy
- Understanding of the cultural impacts on health seeking behaviour
- An understanding of the health landscape in Australia

## POSITION DESCRIPTION

- A local understanding of the Nepean Blue Mountains region's services and supports available
- Ability to navigate existing community resources

### Duties and Responsibilities

- Develop a stakeholder engagement framework and plan to support access to primary healthcare for culturally and linguistically diverse (CALD) communities.
- Network and strategically collaborate with internal and external stakeholders
- Maintain high level of professional communication with all stakeholders
- Provide clear pathways for people from CALD communities to better navigate existing primary healthcare services
- Provide or facilitate provision of community education to CALD community members and/or community leaders about existing primary health care services and how to access them
- Establish connections with Culturally and Linguistically Diverse individuals and groups from the Nepean Blue Mountains Region.
- Ensure exceptional, respectful and culturally sensitive customer service is provided to all customers during service delivery
- Adhere to SydWest's Policies & Procedures related to the work being undertaken to ensure own and others' safety in the workplace
- Ensure own and others' safety in working within a community related role

*Other duties as directed from time to time within your skills range and capacity.*

### YOUR KEY ATTRIBUTES FOR THE ROLE

#### Resilience and Courage

- Always be calm and act constructively in highly pressured and unpredictable environments.
- Give direct & honest responses.
- Accept criticism of own ideas and respond in a thoughtful and considered way.
- Continue toward goals in the face of difficulty and adversity.

#### Orientation and Self Management

- Maintain focus on goals.
- Independently pursue business objectives in an organised and efficient manner.
- Prioritise work tasks to meet job responsibilities.
- Minimise workflow disruptions to complete high quality work within a specified time frame.
- Good communication and listening skills to ensure professionalism and correct information is provided.

#### Flexibility

- Adapt effectively to changing plans and priorities.
- Ability to handle multiple tasks at once.

#### Self-Discipline

- Use the Outlook Calendar to manage all appointments and share the calendar with the Aged Care Services Manager if requested
- Manage work time appropriately to fulfil all areas of responsibility
- Take all appropriate breaks and follow organisational procedure on Annual Leave, Flexi time and Staff whereabouts
- Act in accordance with organisational Policies and Procedures and Code of Conduct.

## POSITION DESCRIPTION

<b>Authorisation</b>	
Employee's Name	
Employee's Signature	
Date	