

# COTA VOLUNTEER ROLE DESCRIPTION



**TITLE OF POSITION:** Multicultural Engagement Officer

**CLASSIFICATION:** Volunteer

**DURATION:** February 2017- December 2017

**LOCATION:** COTA office and specific offsite locations

## **ROLE OBJECTIVE**

COTA (NT) is the peak consumer body representing the interests of seniors in the NT. We are seeking the services of an experienced Multicultural Engagement Officer who will support the PICAC (Partners in Culturally Appropriate Care) Program.

Applicants should have high levels skills in planning, communicating and project management, knowledge and awareness of cultural sensitivities and differences, have the ability to deal with organisations, groups and individuals from culturally and linguistically diverse (CaLD) backgrounds and experience as a trainer. A professional manner with the ability to relate well to people and with the ability to understand the needs and circumstances of seniors living in residential care is essential.

## **Responsibilities and Duties:** (Other duties may be assigned as appropriate.)

- Assist with the identification of special aged care needs of people from culturally and linguistically diverse backgrounds.
- Improve partnerships between aged care providers and people from culturally and linguistically diverse backgrounds.
- Enhance the capacity for aged care service providers to deliver culturally competent aged care.
- Provide relevant education services relating to the provision of cultural competency/awareness in CaLD seniors communities.
- Promote COTA NT activities to the CaLD community in conjunction with PICAC networks.
- Promote the importance of culturally appropriate care amongst the broader NT community.
- Prepare reports as necessary to the Multicultural Affairs Manager.

## **Time Commitment**

- Hours and days are flexible but generally Monday through Friday, between 8.30am – 2pm
- Must be available for special events and training

### **Organisational Relationship:**

The position is responsible to the Multicultural Affairs Manager.

### **Education and Experience**

- Have job-related experience working in a non-for-profit sector.

### **Skills**

- High level skills in planning and organisation intelligence, including project and program management.
- Knowledge and awareness of cultural sensitivities and differences in dealing with organizations, groups and individuals from culturally and linguistically diverse backgrounds.
- Experience as a trainer.
- Excellent written and verbal communication skills, including report writing.
- An understanding of legislation within the areas of Human Rights, Privacy, OH&S and Anti-Discrimination and associated Acts and Regulations.
- Computer literacy and capacity to generate resources, promotional material and leaflets.
- Ability to work within a small team of staff and diverse group of volunteers.
- Ability to research issues relative to CaLD seniors and prepare recommendations.
- Innovative and creative approach to problem solving and/or development of services.

### **Personal Qualities**

- Interest in and knowledge of multicultural issues within the NT community
- Ability to work under minimal supervision
- Proven ability to contribute to and work within a small team
- Flexibility in responsiveness and approach
- High level of sensitivity, diplomacy and tact
- Ability to communicate effectively within the stakeholder CaLD community.

## **Policies and Procedures**

COTA policies apply to volunteers as they do to staff. Some examples of these policies include:

- Volunteer Policy
- Police Check Policy
- Grievance Policy
- First Aid Policy
- Work Health and Safety Policy