

Bi-cultural worker Position Description

This position description is offered as an example only. It may be adapted to suit the needs of your organisation and the position you are recruiting for.

It is important to note that bi-cultural workers can be employed for many different roles, including roles where specific qualifications are needed.

Bi-cultural workers may be employed because of their belonging to a specific cultural or language group or because they have 'lived experience' such as being a migrant or a refugee; in these instances, bi-cultural workers may be employed to work cross-culturally.

Position summary

Bi-cultural workers are employed to work with individuals and communities with whom they share similar cultural experiences and understanding. They consult with and share information in relevant languages and in culturally appropriate ways.

They are employed to use their cultural knowledge or lived experience to negotiate and communicate between communities and their employing agency; acting as a bridge, they facilitate mutual understanding of stakeholder's interests and needs.

Bi-cultural workers are also advocates. They speak out about barriers, challenges and discrimination faced by their communities and advocate for change.

Values and principles of bi-cultural work

Bi-cultural work is underpinned by a set of values and principles that ensure communities are represented fairly, their diversity recognised, strengths celebrated, and needs met.

Some overarching principles include

- Intersectional
- Strength based
- Community led
- Trauma informed

Key Responsibilities

1. Share information regarding cultural perspectives/tradition/values to facilitate cultural safety
2. Advocate for community needs at an organisational level
3. Facilitate community-led project development and planning to ensure accessibility and relevance for community groups

4. Assist organisations with community engagement, consultation and co-design to identify community interest, needs, strengths or challenges
5. Review materials, resources and services to assess accessibility or relevance
6. Develop shared language around key messages
7. Assist in recruiting for programs/workshops/employment
8. Share information with community groups in relevant language and culturally appropriate ways
9. Educate community members about services and facilitate access.
10. Support project leads with ad-hoc administration including, phone calls, photocopying and some limited translation of materials.

Required Skills

- Bi-lingual or multi-lingual (including proficiency in English and identified community languages)
- Shared lived experience; an understanding of culture, tradition, values and refugee-like experiences (when relevant)
- Awareness of community networks, systems and structures
- Extensive community networks/connections and demonstrated relationship building skills
- Understanding of general community strengths, challenges, interests and needs
- Experience in community advocacy, leadership or other community work
- Demonstrated experience in setting and maintaining boundaries
- Experience engaging with organisations and other stakeholders
- Effective cross-cultural communication skills
- Cultural bridging skills:
 - demonstrated ability to explain complex ideas in culturally relevant and accessible ways
 - Demonstrated ability to feedback community perspectives to employing agencies
- Knowledge of Australian systems, navigation and referral pathways
- A commitment to advocate for community needs
- Ability to manage multiple stakeholders' expectations; for example, community and employing agency
- Respect and acceptance of diversity and difference
- A demonstrated awareness of the different experiences of privilege and disadvantage (Intersectionality)
- A demonstrated awareness of community strengths (strength-based practice)

- A demonstrated awareness of how trauma impacts on individuals and communities (Trauma informed practice)
- Group facilitation skills
- Basic computer and literacy skills

Desirable Skills

- Relevant qualifications - including overseas qualifications
- Relevant specialised knowledge where applicable