

Be
Kind
Sydney.



**Ukrainian Council
of NSW**

Ukrainian Helping Hand Project

In partnership with -
Be Kind Sydney & UCNSW

19th April 2022

Ukrainian Helping Hand Project

Advocate, support and integrate displaced Ukrainians into the Sydney community quickly and help them build their own capacity and resilience



Overview

- The Ukrainian Helping Hand Project (UHHP) will work closely with current service providers in collaboration with the Ukrainian community
- It is planned that Displaced Ukrainians are met on arrival by Settlement Services International (SSI), who will work with displaced people and provide a variety of settlement services
- UHHP is involved at this stage as required, liaising with families and individuals willing to accommodate new arrivals. UHHP will be in contact with new arrivals and work out additional community assistance and support
- UHHP will also link people with community support: women's association; mothers' groups; conversational English classes; youth and children's groups within the Ukrainian community

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1. Project Scope, Roles and Services



Project scope is:

- Help displaced people (DPs) with information, support, advocacy and guidance to ensure they can access services
- Coordinate with numerous Government agencies to support all aspects of settlement services

Funded roles are:

- 1 x Project Manager (Full Time) – **RECRUITING NOW**
- 2 x Case Workers (may be a mix of multiple part-time roles) – **RECRUITMENT TBD**

Scope of services is:

- Project Manager
 - Community engagement and stakeholder management (UCNSW, Be Kind Sydney, Charities, Government and SSI etc)
 - Volunteer identification and management
 - Centralised coordination and regular reporting on success measures
 - Team management
- Case Workers
 - Work with SSI personnel to help DPs settle in their new community in Sydney
 - Assist them to integrate into the society and inform them of their rights and entitlements and help avoid exploitation

2. Team Roles and Governance Structure



UCNSW / Be Kind Sydney Steering Committee (Quarterly Report and Regular DP stories)

Be Kind Sydney, Dan Wolody, Andrew Mencinsky, Andrei Barchinski

- Ultimate decision-makers inline with agreed strategy
- Decide project approval/pause/cancellation
- Financial and benefit progress reporting
- Final Issue/Risk/Conflict escalation point

UCNSW Steering Committee (weekly first, then monthly)

UCNSW Committee Members, Project Manager, nominated Subject Matter Experts

- Decision-making forum
- Resolves and mitigates issues/risks/roadblocks
- Financial and benefit progress reporting
- Communication and authorisation

Project Manager

- Plans and manages project activity and databases
- Manages time, schedule, resources and budget
- Develops reporting packs and materials
- Manages, monitors and reports risks, issues, budget, resources and dependencies

Case Workers and Volunteers

- Work with SSI personnel
- Work with Displaced People
- Communication with Displaced People

3. Services Provided by SSI



Visa Situation

- Displaced persons will soon be obtaining S449 Humanitarian Visas and then migrating to S786 Humanitarian Visas
- Upon obtaining a Humanitarian Visa, SSI will then be the primary provider of Settlement Services

SSI Services are:

- *Case Coordination, Information and Referrals*, develop a case plan based on an initial needs assessment, and information about and referral to other service providers and mainstream agencies
- *On Arrival Reception and Assistance*, meeting eligible entrants on arrival, taking them to suitable accommodation, providing initial orientation and meeting any emergency needs for medical attention or clothing and footwear
- *Accommodation Services*, helping entrants to find appropriate and affordable accommodation and providing them with basic household goods to start establishing their own household in Australia, and
- *Short Term Torture and Trauma Counselling Services*, providing an assessment of needs, a case plan, referral for torture and trauma counselling and raising awareness among other health care providers of health issues arising from torture and trauma experiences.
- *Assisting with English Language for Migrants*
- *Assisting with finding Employment and Training opportunities*
- *Assisting with further Visa Applications (Subclass 786)*
- *Managing Data* on all the above and dissemination of clear and accurate data to clients and stakeholders

4. Services Provided by Our Project Team



Our project team will:

- Work closely with SSI to ensure the Ukrainian community is fully engaged in supporting SSI's activities
- Minimise confusion and anxiety by providing clear and accurate information about the situation in Ukraine and the Australian Government's support for Ukraine to Displaced People and other Stakeholders
- Provide information about Visas, available health and mental health services, family and children's services, access to schooling and community support
- Rapidly build and rollout women's support programmes (as most arrivals are women with dependent children), and specific services for addressing the needs of children
- Build trust and confidence in such services by facilitating collaboration between local Ukrainian agencies, the service system and schools
- Liaise and coordinate with the numerous volunteers offering services/assistance
- Validate those offers of assistance and communicate them to displaced people and community groups
- Be an effective advocate for DPs who for reasons of trauma or language barriers are less able to interact and represent themselves effectively

5. Role Requirements – Project Manager



Position Summary

- The Project Manager reports to the UCNSW Executive Committee and must quickly gain the confidence of other stakeholders including the AFUO, Be Kind Sydney and other Government agencies such as SSI and STARTTS.
- This is a demanding role requiring community leadership and management capability.
- Managing expectations of multiple stakeholders at senior NSW and Federal Government levels will require problem solving skills, networking skills and an ability to develop effective partnerships.

Key Responsibilities

- Lead and motivate a small team of Case Workers and volunteers engaging with multiple government agencies
- Ensure that SSI case plans are understood and regularly reviewed
- Support staff with skills and knowledge of available agencies and the expanding network of service providers
- Liaise with funding bodies and key stakeholders with reliable and accurate data of workflow and outcomes
- Maintain data in relation to referrals and reportable activity
- Participate with SSI, Government Depts and organise working groups and briefing meetings with DPs and stakeholders
- Communication via numerous channels of key issues and information
- Review/validate/communicate/deliver voluntary offers of services to DPs and the community

5. Role Requirements – Project Manager (Cont.)



Selection Criteria

- Bilingual - English and Ukrainian language (with some understanding of Russian)
- Solid financial management
- Leadership, strategic thinking, planning and decision-making capability.
- Well-developed analytical and data management skills
- Strong technology skills (MS Office and internet skills)
- Ability to communicate confidently and clearly at all levels
- Resilient demeanour with a positive outlook
- Tertiary education or other relevant qualification
- Previous experience managing teams including volunteers
- Negotiating strategy, techniques and skills
- Prior to an offer of contract, candidates will be required to complete pre-employment checks including a Police check and Working with Children check, as required



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