

MULTICULTURAL AMBASSADOR PROGRAM

Volunteer Position Description

Organisation:	Community Migrant Resource Centre (CMRC) and City of Ryde
Program:	Multicultural Ambassador Program (MAP)
Position:	Multicultural Ambassador
Coordinator:	Multicultural Ambassador Program Assistant
Start date:	4 th May 2020
End date:	30 th June 2021
Time commitment:	2 hours per week for minimum 12 months

About the organisation

Established in 1995, CMRC was formed to provide high quality services, settlement information, support and advocacy to humanitarian entrants and newly arrived migrants in order to facilitate successful integration into the broader fabric of Australian society. We aim to equip and empower these communities, by providing innovative solutions to challenges they may face including social cohesion, economic participation, education and career pathways, financial pressures and accommodation.

About the program

With an increasing number of Ryde residents speaking a language other than English at home, combined with a lack of bilingual workers and translated materials for local support services, another avenue is needed to ensure the safe, easy and comfortable settlement of new arrivals in Ryde. The Multicultural Ambassador Program aims to recruit, train and skill and support a group of bilingual volunteers to become Multicultural Ambassadors who will provide information and referral to City of Ryde's linguistically diverse communities, especially new arrivals. Through the establishment and implementation of the MAP, residents will have better access to support services, specifically those appropriate for culturally and linguistically diverse groups. The MAP will also provide volunteer and professional development opportunities for Ryde residents, empowering existing and emerging community leaders.

About the role

As a Multicultural Ambassador, you will help newly arrived residents who speak the same language to settle into life in the City of Ryde by connecting them with relevant support services and activities. This program will assist in the settlement of new arrivals in the area, providing a smoother process to overcome associated challenges by connecting individuals and families directly with the most appropriate services. As a result, the City of Ryde CALD communities will be able to get better settlement outcomes by integrating and participating in the local and wider community.

Ambassadors will work remotely around the Ryde LGA, meeting community members in public spaces and taking calls from home or wherever they may be. The CMRC offices in West Ryde will act as a drop-in hub for Ambassadors to access support from the Program Coordinator, attend training updates and/or collect resources.

Responsibilities

- Connect with newly arrived residents (clients) to welcome them to Ryde
- Be a point of contact for clients seeking information or assistance as they settle in the area
- Provide information and referrals for relevant support services to help clients overcome challenges they are facing
- Connect clients with appropriate activities or organisations to enhance their lifestyles
- Assist with interpretation for clients as they access services and/or resources
- Attend compulsory initial training course for Ambassadors and ongoing updates
- Contact the MAP Coordinator with any questions, issues or concerns
- Complete basic reporting requirements

Support provided

- General introduction to the volunteer training program, concept of volunteering, migration, and needs of migrants
- Understanding diversity, historical perspective to multiculturalism
- Role of settlement services, key settlement services and common settlement concerns, awareness of visa categories and service entitlements, access and equity legislation
- Essential services: English language, housing, health, welfare, education. To get buy-in from services in the Ryde area, guest speakers will be invited from a variety of services to showcase what they do and build relationships with the Ambassadors.
- Building relationships and networking
- Advocacy
- Time allowing, visits to essential services will be organised for the group to get firsthand knowledge and a better perspective.

Benefits to you

In return for your time, expertise, and assistance, you will be recognised for your leadership within and beyond the community you represent. Public ceremonies will celebrate the program and will include recognition of leadership, enhanced employment opportunities and the increasing visibility of CALD communities – their achievements and strengths. You will also receive training in leadership, community engagement and referral processes.

About you

- Resident of the City of Ryde
- Fluent in English and at least one other language
- Comfortable talking on the phone in English and another language
- Knowledge of the City of Ryde local government area
- Connections and networks with a local cultural group
- Good problem-solving skills
- Strong communicator with good interpersonal and relationship-building skills
- Ability to diligently follow processes and procedures

It is important to CMRC, City of Ryde and the Ryde community that the Multicultural Ambassadors are representative of the diverse cultural backgrounds, genders, languages, abilities and age groups that make up our community. As such, expressions of interest are encouraged from women, emerging ethnic groups, people living with a disability and seniors.