



REPÚBLICA DEMOCRÁTICA DE TIMOR LESTE
SECRETÁRIA DE ESTADO DA FORMAÇÃO PROFISSIONAL E EMPREGO

Gabinete de Diretor Geral Formacao Peofessional e Empregu
Direcao Nacional Empregu Exterior

TERMS OF REFERENCE

Worker Welfare Support Officer (WWSO)			
Reporting to:	Timor-Leste Labour Attache to Australia Secretary of State for Professional Training and Employment (SEFOPE) Government of Timor-Leste	Location :	Office of the Labour Attaché to Australia Darwin, Australia Note the location is currently under review and may be relocated for operational reasons. <u>It is expected the WWSO will relocate accordingly</u>
Duration	10 months from September 2022 – June 2023 with possibility of extension		

Purpose of the Position:

The Worker Welfare Support Officer (WWSO) will work as an integral member of the Timor-Leste Labour Attache Team to provide on-ground welfare support for Timorese workers participating in the Pacific Australia Labour Mobility (PALM) Scheme. Functionally, the role will act as a focal point between Timorese PALM workers, Approved Employers (AEs) and the Government of Timor-Leste.

The WWSO is an operational role and will operate under the authority and direction of the Timor-Leste Labour Attaché to Australia and as a member of the Labour Attache Team – tasks may be shared.

The Roles and Responsibilities in collaboration with other Labour Attache Team members:

1. The WWSO will be available to provide welfare support to workers including, but not limited to:
 - Assist AEs and workers to ensure workers understand workplace requirements and expectations, including from a cultural perspective (both Australian and Timorese).
 - Support workers to understand expectations and norms of living and working in Australia including Australian cultural perspectives
 - Support workers to address concerns or questions relating to their participation in the scheme including, but not limited to, employment rights and obligations, immigration laws and criminal offences.
 - Support workers to understand pay, deductions and living expenses where required
 - Provide basic language translations and cultural support between AEs and workers on occasion

- Assist to coordinate monitoring and worker welfare visits in coordination with AEs and including development of detailed travel plans and administration in alignment with SEFOPE and PLF procedures.
 - Assist to facilitate AE connections with local diaspora, faith and community groups where appropriate and in alignment with the PALM program frameworks and procedures
 - Where appropriate, assist to coordinate responses to critical incidents.
 - Where required, support facilitation of the arrival and departure of workers upon the commencement of contracts and end of employment, noting this may be remotely
2. In coordination with the Labour Attache Team and in alignment with the PALM Scheme's escalation and response procedures, liaise with AEs on key issues raised by workers to address ongoing concerns and avoid future risks to participation. Examples of issues include accommodation, transportation to place of work, medical and health insurance services, supporting culturally appropriate communication methods (both Australian and Timorese)
 3. Maintain transparent and positive relationships with AEs to minimize risk to all participants and work constructively to address the issues in collaboration with the workers. This may include providing support on issues or concerns raised in relation to the behavior and/or performance of workers
 4. In alignment with reporting frameworks report any issues identified as an ongoing concern by Government of Timor-Leste stakeholders and representatives and investigate and monitor as appropriate
 5. Support the Labour Attache Team to develop internal processes and policies around support to Timorese works in Australia in alignment with new PALM scheme Implementation Arrangements
 6. Support the Labour Attache in the preparation of reports to relevant Government of Timor-Leste and PLF administration and reporting frameworks as required. This may include situational and incident reporting, data collection and management, observation and feedback to team including emerging frequently occurring themes
 7. Support facilitation of visits between government representatives and relevant stakeholders, including AEs, PLF and DFAT.
 8. Participate in CLO forums, induction and training activities, welfare meetings and activities as required.

Qualifications and experience:

- Excellent oral and written communication skills, and ability to engage/build relationships with a wide range of stakeholders (including Australian and Timor-Leste government officers, approved employers, PALM scheme workers)
- Fluent in written and spoken English and Tetun and demonstrated experience working effectively with stakeholders from different cultures
- Demonstrated ability to work collaboratively as an integral member of a team while taking responsibility for own workload and scheduling. This includes working to deadlines, balancing competing priorities and maintaining ongoing and effective communication within the team
- Demonstrated experience and ability in providing welfare support, in a labour/workplace setting an advantage

- Demonstrated understanding and knowledge of Australian laws and regulatory frameworks, in labour and workplace laws an advantage
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- Manual driver's licence and flexibility to undertake frequent travel, including after hours and weekends, interstate and internationally.
- High level of administration skills and capacity including proficiency in Word, Excel, Power Point and web browsers.
- Degree level qualification in relevant subject, or similar, is helpful but not a prerequisite. Practical and demonstrable experience in the labour mobility area is highly desirable.

Who can apply:

This role is open only for Timorese nationals currently residing in Timor Leste. Previous experience (working, living or studying) in Australia is an advantage.

TO APPLY:

1. Cover letter, one page only explaining why you are suitable for the role
2. CV or résumé no more than two pages summarizing skills and experience relevant to the role
3. Three contactable referees

Applications must be submitted in English and sent to the Labour Sending Unit: dnee.lsu.coordinator@gmail.com on or before **Friday 19 August 2022**.