

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Complex Caseworker (MSP)	Department	Migration Support Programs
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Team Leader (MSP)	Date Revised	December 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0053611

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation, and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation, and influence. We are connected locally, nationally, and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses, and government sectors. Migration Support Programs (MSP) operates within an ongoing, adaptable model to ensure relevance and impact.

The Complex Caseworker will provide casework support to clients accessing MSP programs. Including providing information about and referrals to other available services in person, over the phone and via email. The role is responsible for adopting a case management approach that is planned, integrated and delivered in a coordinated way and will operate from a strengths based and capacity building framework.

■ Position Responsibilities

Key Responsibilities

- Provide quality casework support which identifies key client strengths, needs, resources available to meet those needs and the methods to assist the client to achieve meaningful change and self-agency
- Provide complex case management and effective interagency collaboration
- Conduct holistic assessments of complex client strengths and needs using the Strengths and Needs Assessment Framework (SANAF), and other risk assessments (this can include complex mental health and child protection risk assessments) and develop and implement appropriate case plans and safety planning
- Refer clients who are not assessed as eligible for MSP programs to suitable service providers
- Maintain updated sector referral pathways for reference by Red Cross people
- Lead and contribute to collaborations and capacity building with the sector and across Red Cross
- Participate in regular and ongoing supervision, development and critical debriefing and contribution to team
- Set up and ensure client records are accurate and up-to-date including policies, procedures, client files and allowances, records and reports – both administration and financial
- Collect, analyse and use reliable data relating to clients and migrants in transition
- Undertake intake and triage duties to respond effectively to client distress and emergency or crisis situations or to new client referrals in person, over the phone and via email
- Ensure programmatic and contractual compliance requirements are met through adherence to relevant policies and procedures and providing regular and ad hoc reports in line with reporting requirements
- Volunteer engagement and management
- Actively contribute to a positive work environment culture.

■ Position Selection Criteria

Technical Competencies

- Proven ability to provide high quality casework support and complex case management
- Demonstrated understanding of how to holistically assess complex client needs, including conducting risk assessments, and developing effective case plans and safety planning
- Proven ability to identify service gaps and manage complex cases within a context of competing priorities
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds who have experienced grief, loss, torture, and trauma and who experience ongoing safety risks.
- A sound understanding of the social political issues and needs impacting migrants in transition
- Skills and experience in a variety of client practice approaches and frameworks
- Demonstrated effectiveness in interagency collaboration and ability to negotiate, lead collaboration, advocate and network with internal and external stakeholders (who can include statutory and law enforcement agencies)
- Self-awareness and ability to critically reflect on practice

- Well-developed interpersonal and written communication skills
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team
- Demonstrated understanding of the complex needs of children and young people is desirable

Qualifications/Licenses

- Qualification in Social Work or equivalent
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships. .
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.