

POSITION DESCRIPTION – TEAM MEMBER

Position Title	HSP Case Manager	Department	MSP
Location	Various Locations	Direct/Indirect Reports	N/A
Reports to	HSP Team Leader	Date Revised	July 2019
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 4	Job Evaluation No:	

■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national and local programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

The Case Manager is responsible for the provision of quality case management and community development services to eligible HSP clients. This role operates within the collaborative client services Hub and one-to-one appointment context. The Case Manager has an overall responsibility for each HSP's client journey and is responsible for management of complex cases

■ Position Responsibilities

Key Responsibilities

- Conduct comprehensive assessment of client strengths and needs, utilising Red Cross Strengths and Needs assessment framework, pre-arrival assessment and HSP Case Management Framework.
- Provide support to clients with complex and/or escalating mental health issues, family violence, employment and education pathways and child protection issues.
- Develop, implement and review case plans for clients in the context of a settlement process, ensuring that case plans are aligned to HSP aims and appropriate Tier.
- Provide out-of-hours emergency on-call support to clients on a rostered basis.
- Link clients in to social, community and service networks to build resilience and self-agency.
- Report and manage incidents in accordance with national guidelines, participate in case conferencing and monitor and review client's ongoing settlement progress.
- Ensure case management provided is in accordance with Red Cross policy and procedures, MSP casework model and other guiding documents, HSP Case Management Framework (including KPIs) and relevant legislation.
- Assist in the transition of clients according to assessment of needs and Tier entitlement.
- Represent Red Cross externally, including advocating and negotiating to improve client opportunities.

- Actively progress MSP's contribution to community development through involvement in sector networks and events and project work.
- Ensure records are of a high written standard, keeping accurate and up-to-date client files and associated documentation, records and reports – both administrative and financial and ensure security and confidentiality of client information is maintained.
- Work collaboratively and in partnership with other HSP personnel such as Bilingual Support Workers and volunteers to achieve Settlement outcomes.
- Provide administrative information and support to other team members in client services and business operations as required including reception customer service.
- Facilitate group education sessions with clients as required.
- Actively participate in team activities, including meetings, workshops, supervision, team building activities and practice improvement meetings.
- Lead and contribute to projects as required.
- Other general responsibilities within the scope of this role.
- At times work will be required to be undertaken out of business hours in response to service requirements and time in lieu will be negotiated according to Red Cross policy.

■ Position Selection Criteria

Technical Competencies

- Demonstrated quality casework and case management skills, especially in a cross-cultural setting.
- Ability to communicate and apply effective interview techniques to sensitively gain information from clients.
- Ability to manage complex and sensitive issues with absolute discretion in a highly complex environment.
- Ability to effectively liaise and negotiate services with relevant agencies.
- Effective communication with a broad range of people (verbal and written) including communication of technical/procedural/ legislative information to clients.
- Work skills include the ability to work autonomously, with minimal supervision, as a member of a team incorporating multitasking.
- Well-developed understanding of refugee and resettlement experience.
- Experience working with volunteers and interpreters.
- Moderate proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in Social Work, Psychological Services, Diploma of Community Services or Bachelor of Applied Sciences
- Current Drivers Licence.
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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.

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- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 record of accomplishment in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

■ 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