

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Clinical Practice Lead	Department	Migration Support Programs
Location	Various	Direct/Indirect Reports	nil
Reports to	Manager / TL MSP	Date Revised	January 2016
Job Grade	GM5		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national 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.

Red Cross is the lead agency in the delivery of a major national program funded by the Department of Immigration and Border Protection (DIBP). Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>

Red Cross' Migration Support Programs (MSP) has long standing expertise in coordinating, leading, implementing and supporting complex national programs that provide a range of effective and responsive services for migrants in need, including complex case work/management support facilitating linkages, referrals and connections with the Australian community, promoting social cohesion, reconnecting family members, and undertaking individual and systemic advocacy on issues of humanitarian concern.

The Clinical Practice Lead provides guidance and support in the areas of Case Work/Coordination and Evidence Based Practice and Policy within an Integrated Services. Key areas include torture and trauma, mental health, family violence and others.

The role works closely with the Client Services Team providing program and professional knowledge in the management of escalated complex cases and provide supervision, training, secondary consults and guidance to staff. The role will collect and report data and, in consultation with the Manager and leadership team, provide feedback, leadership and guidance to staff on work practices and program procedures.

■ Position Responsibilities

Key Responsibilities

- Lead quality clinical practice across MSP client services
- Capacity building with client services staff in relation to clients with complex and/or escalating mental health issues, family violence and child protection issues
- Provide guidance and undertake client advocacy, problem solving, case coordination, crisis intervention and reporting as necessary to minimise harm to clients and others
- Develop knowledge of the range of mental health, domestic violence, child protection services and leading practice available to clients and understanding of any specific limitations imposed through visa conditions in order to maximise supports and referral pathways for vulnerable clients

- Participate in regular and ongoing supervision of casework practice and critical debriefing where appropriate with line managers
- Ensure comprehensive and quality assessments are carried out to identify client needs, resources available to meet those needs and the methods to assist the client to achieve meaningful change
- Ensure casework provided is in accordance with Red Cross Casework Best Practise, program practice standards and contractual frameworks (includes KPI's) in collaboration with national office
- Work in collaboration with the national and other state/territory counterparts to ensure best practice models within agreed parameters
- Assist in the planning, coordinating and daily management of client services in collaboration with team members
- Ensure records are accurate and up-to-date including policies, procedure, client files, records and reports
- Source assessment tools for caseworkers to assist in assessment of client need to inform the design, review and delivery and/or coordination of support services
- Work with the key stakeholders to identify needs and gaps in access and relationships with relevant service providers and/or refine referral pathways
- Participate in projects as required
- Travel may be required

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in coaching and mentoring individuals and/or clinical leadership skills
- Demonstrated quality complex case work 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 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 the immigration determination process and the issues facing people.
- Moderate proficiency in MS Office or similar software and experience using databases.
- Previous experience in the refugee/asylum seeker sector.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in Mental Health, Social Work, or Community Services discipline.
- A Working with Children check
- Current drivers licence

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct.

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

Reviews past performance and identifies and acts on opportunities for improvement | Demonstrates self-awareness | Participates proactively in performance review as a process to receive constructive feedback | Actively pursues and takes advantage of training and other developmental opportunities

- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**

Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

■ 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 Code of Conduct 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 3 years thereafter. Police check renewals may be required earlier than 3 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