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POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Worker	Department	Migration Support Programs (MSP)
Location	Various	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	July 2017

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

Applicants must be Aboriginal or Torres Strait Islander. This is a special measure under section 12 of the Equal Opportunity Act 2010 (Vic).

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>).

The Support Worker is responsible for the provision of information, education and support services to eligible clients referred by DIBP through a client services environment. This role is also responsible and accountable for maintaining client data and various administrative tasks arising from the client services operations.

■ Position Responsibilities

Key Responsibilities

- Review DIBP assessment and client/case papers and check for accuracy and completeness.
- Assist with the provision of general information to clients such as Red Cross contact details, Welcome Kit and appointment for initial needs assessment, care plan development and others.
- Provide assistance to clients with service registrations, such as but not limited to, Medicare, bank accounts, utility connection, billing arrangements and Centrelink.
- Accountable for accurate and up-to-date data, including updating all relevant databases.
- Provide administrative assistance to client services teams, including processing invoices, uploading documents to databases and ensuring invoices and relevant administrative paperwork are submitted within timelines and operational framework.
- Provide logistical coordination and assistance with the delivery of group orientation sessions.
- Provide assistance to clients in securing housing, such as assisting with internet searches, property visits, and completing real estate paperwork.
- Arrange other immediate services or appointments on advice from Caseworker.

- Provide access to general information and education relevant to activities of daily living, including housing, locally available services provided by other agencies, public transport, children's playgrounds, places of worship etc.
- Triage and mentoring to clients who appear to be struggling to keep in touch; referrals to Caseworkers as needed.
- Provide administrative support to other areas and other team members in client services and business operations as required, including reception customer service.
- Assist with client airport pick up and transport to accommodation – liaison with volunteers.
- Assist with state/territory audits and training conducted by the national office.
- Take initial action if it becomes evident to a Property Lead or Caseworker that tenancy problems of some sort exist for a client.
- Liaise with Property Lead so that they have good knowledge of client need and the pool of Red Cross leased houses.
- Undertake exit protocols when clients vacate the properties.
- Assist in projects as required.
- Other general responsibilities within the scope of this role.

■ Position Selection Criteria

Technical Competencies

- Excellent records management and general office administration.
- Experience in the implementation of organisational policies and contractual requirements relevant to the Migration Support Program.
- Understanding of relevant housing regulations and legislation.
- Understanding of the refugee, asylum seeker and immigration detention sector and service needs of relevant clients.
- Experience in community services and clients from cultural and linguistically diverse backgrounds.
- Experience dealing with private rental sector and community housing sector.
- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- Highly developed communication and interpersonal skills.
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Tertiary qualifications in a related field is essential (administration/community services) and/or demonstrated experience.
- 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.
- **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.

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