



## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Caseworker	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

Working with people made vulnerable through migration is a key priority area for Red Cross in Australia and internationally. Australian Red Cross assists people who experience challenges in ensuring their dignity and wellbeing is respected and their physical and mental health needs are met, irrespective of their legal status, their background, or how they arrived in Australia. Red Cross has worked in this area for over 20 years.

We provide humanitarian assistance to migrants, asylum seekers, 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 and to protect them against abuses, exploitation and denial of their rights, as well as facilitating opportunities to build on their strengths, and contribute to their communities.

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.

Red Cross operates from a strength and community development based model and the caseworker role is responsible for the provision of case management and community development services to eligible clients across the various programs in accordance with MSP practice guidelines. This role operates within the collaborative client services hub and one-to-one appointment context. In particular, caseworkers work on programs for people awaiting resolution of their protection claims in Australia (<http://www.redcross.org.au/asylum-seekers.aspx>) and our program that supports people as they recover from their human trafficking and forced marriage experiences (<http://www.redcross.org.au/support-for-trafficked-people.aspx>). Caseworkers also work on our Emergency Relief programs, community development and community education initiatives, and with emerging groups of concern.

### ■ Position Responsibilities

#### Key Responsibilities

##### Casework

- Conduct comprehensive assessments of needs for clients from diverse backgrounds, including children and young people, utilising relevant Red Cross policies and procedures

- Develop and implement case plans for clients in the context of a migration process, ensuring that case plans are aligned to eligibility parameters and meaningful engagement activities that support dignity, health and wellbeing and reflect client goals
- Manage a caseload and maintain accurate client records, ensuring that 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
- Identify and discuss complex client issues with the relevant line manager or technical support person, while supporting the client, with appropriate communication to external agencies as relevant
- Link clients into social, support and community networks to build resilience and self-agency
- Facilitate one on one and group education sessions as required
- Report and manage incidents in accordance with national guidelines, participate in case conferencing, and monitor and review ongoing client health and well-being
- Ensure casework provided is in accordance with Red Cross policies and procedures, the MSP casework model, and other internal and external guiding documents
- Assist in the transition of clients on, off and between programs, according to an assessment of needs and available supports
- Provide administrative information and support to other team members in client services and business operations as required including reception and customer service
- Note: At times work may be undertaken out of business hours in response to service requirements

### **Stakeholder Engagement**

- Develop strong networks and relationships with other Red Cross staff and programs
- Represent Red Cross, including advocating and negotiating to improve client opportunities, and develop and maintain relationships with culturally and linguistically diverse communities
- Establish and maintain strong community networks with other agencies relevant to the provision of services
- Initiate and provide community education and outreach as required

### **Policy and guidelines**

- Contribute to the development of program policies and procedures
- Ensure casework practices adhere to agreed policies and procedures
- Contribute to the ongoing evaluation of service delivery

### **Development and planning**

- Actively participate in team activities, including meetings, workshops, supervision, team building activities and practice improvement meetings
- Actively progress MSP's contribution to community development through involvement in internal and sector networks, events and project work
- Lead and contribute to projects as required
- Contribute to the development of program projects

### **Volunteer Management**

- Work collaboratively with and provide supervision to volunteers as required
- Identify projects and ongoing tasks for volunteers

- Participate in volunteer recruitment and supervision

## ■ Position Selection Criteria

### Technical Competencies

- Experience in the provision of casework, information, assessment and referral services
- Demonstrated cultural competence and experience working with people from culturally and linguistically diverse backgrounds
- Experience working with people experiencing grief, loss and trauma
- Ability to deliver complex and sensitive information to vulnerable people
- Demonstrated understanding of issues faced by recent arrivals to Australia
- Excellent interpersonal and communications skills including public speaking and facilitation skills
- Ability to understand and interpret policy and work within policy frameworks
- Demonstrated experience maintaining administrative workloads, including an ability to write case notes, record accurate information and develop written material to achieve client and program outcomes
- Experience working with and supervising volunteers
- Demonstrated ability to negotiate, liaise, advocate and network with internal and external stakeholders
- Proven experience in operating within a confidential and politically sensitive service environment and managing sensitive and confidential material
- Advanced analytical skills and thorough knowledge of global political issues and diverse cultures
- Highly developed organisational and time management skills and demonstrated ability to prioritise competing workloads
- Proven capacity to work independently in a self directed manner, and also as a member of a team
- Excellent computer skills (able to utilise Word, Excel, Outlook, and familiarity with database applications and the Internet for research purposes) and discipline in attending to detail.

### Qualifications/Licenses

- A relevant tertiary qualification in Social Work, Human Services or related fields, and/or demonstrated experience in the provision of casework services in the health or welfare sector
- Current Drivers Licence
- 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.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

- **Organisational effectiveness |Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

### 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