

POSITION DESCRIPTION – Client Practice Advisor

Position Title	Advisor – Client Practice	Department	MSP
Location	Riverina/South West NSW	Indirect Reports	Up to 20 MSP staff
Reports to	MSP Regional Manager	Date Revised	October 2019
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 5	Job Evaluation No:	

■ Position Summary

Red Cross has worked in the area of Migration Support Program (MSP) 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.

The Advisor – Client Practice will provide practice guidance and strategic case support to Migration Support Program staff in the Humanitarian Settlement and Community Living Support Programs. The Client Practice Advisor is responsible for embedding consistent practice across the region that demonstrates applied understanding of; Red Cross Organisational requirements, funding guidelines for both programs and relevant sector collaborative frameworks. Key areas of support are restoring family links, support for trafficked people, forced marriage and labour exploitation, child protection, family violence, disability services support, mental health, torture and trauma. In collaboration with other regional and program leaders, support the training and capacity building of teams, provide technical expertise around complex casework, and lead the embedding of the Strengths and Needs Assessment (SANA). Applicants will have at least 5 years professional experience in complex case management work.

■ Position Responsibilities

Key Responsibilities

- Lead best casework and case management practice by Red Cross staff (and in some cases volunteers); to clients from forced migration experiences.
- Review and guide Red Cross staff to ensure case management practices are delivered in accordance with all relevant program guidelines, and agency policies and procedures.
- Support team leaders in managing client engaged staff and volunteers to develop and implement effective service plans with clients with complex and/or escalating problems or barriers within their settlement journey or transition of migration status. Especially oversee management of all cases requiring Intensive Specialist Support under Tier 3 referrals or re-classifications.
- Engage collaboratively with other stakeholders and community leaders to have structured systems for collaborative planning and coordinated service delivery to our clients in the context of their strengths and needs, and our program responsibilities.
- Consult with staff and provide guidance for advocacy, problem solving, case coordination, crisis intervention and reporting as necessary in response to client and community experiences of significant vulnerability or harm.
- Develop networks with mental health agencies, disability services, family and domestic violence programs and child protection services to maximise supports and referral pathways for vulnerable clients and provide guidance to caseworkers in how to access these services.

- Facilitate and lead regular case practice reviews and reflections on practice with individuals and teams.
- Complete regular scheduled and random audits of casework practice, documentation and program compliance within the relevant CCM and Portal Information Systems.
- With the regional manager and State and National leadership teams review all client and staff related critical incidents notified or raised within the region and advise or recommend actions to ensure the wellbeing of all involved and that compliance with legal and program reporting responsibilities to federal or state agencies occurs promptly and in accordance with regulatory guidelines.

■ Position Selection Criteria

Qualifications/Licenses

- Degree in Social Work/Psychology or Human, Social and Community Services; or other disciplines in combination with relevant post graduate or graduate certificates or vocational certificates in social and community services.
- A Current Australian Driver's License
- A current NSW Working With Children's Check Registration

Technical Competencies

- Substantial and deeply engaged experience addressing the complex needs of clients in statutory and voluntary service systems
- Demonstrated experience undertaking of holistic/multiple dimensional assessment of complex client needs, including capacity and capability in relation to client strengths, risk and vulnerability over time.
- Demonstrated experience in provision of professional didactic and group supervision to social caseworkers.
- Proven ability critique case practice with reference to established benchmarks and reporting frameworks, understanding the layered use of client information databases and the extrapolation of both data and service detail.
- Proven ability to collaborate effectively with a diverse range of internal and external stakeholders and manage different cultural and organisational experiences and expectations.
- An articulate comprehensive understanding of the role and purpose of reflexivity in professional practice.
- Highly developed interpersonal and professional written communication skills.

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Team effectiveness | Collaborating** | Proven record of accomplishment as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.

- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven record of accomplishment in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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