

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- § Adhere to the 7 fundamental principles of Red Cross
- § Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- § Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- § Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- § Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Client Services Officer	Department	Migration Support Programs
Location	Perth	Direct/Indirect Reports	NIL
Reports to	HSP Team Leader	Date Revised	February 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	Level 3	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC0056006
Special Measures			

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 about 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 who are referred to Red Cross by the Department of Home Affairs (DHA) through a tailored, needs-based case management approach.

The Client Services Officer is responsible for working with individuals and communities to provide practical support and education so that refugees can develop effective networks and linkages to access information and assistance about the community in which they live, so that they can establish meaningful livelihoods. This role is also accountable for maintaining timely and accurate data as well as assisting with administrative tasks that arise in day-to-day operations.

Position Duties

Key responsibilities/accountabilities

- § Review DHA client referrals and client/case documentation and check for accuracy and completeness.
- § Provide general information to clients about Red Cross services, life in Australia and support the development of their case management plan.
- § Provide assistance to clients with service registrations, such as but not limited to, Medicare, bank accounts, Services Australia, health services, Migrant Resource Centres, and other community services.
- § Provide administrative assistance to HSP team, including uploading documents and inputting data into databases ensuring these records are accurate and are submitted meet program time lines and requirements.
- § Provide assistance with client engagement and the delivery of group orientation sessions
- § Arrange other immediate services or appointments on advice from Case Manager or Team Leader

- § 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 reach settlement milestones and escalate to their case manager as needed
- § Attend sector and community meetings as required
- § Assist with client airport reception and transport to accommodation – liaison with volunteers.
- § Actively participate in team activities, including meetings, workshops, supervision, team building activities and professional development
- § Work collaboratively with other HSP personnel such as case managers, bilingual support workers and volunteers to achieve settlement outcomes
- § Assist with state/territory audits and training conducted.
- § Liaise with housing officers so that they have good knowledge of client's needs and take initial action if it becomes evident that tenancy problems of some sort exist for a client.
- § Assist in 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.

Key relationships

- § HSP Case Managers

Person Requirements

Key Behavioural and Technical Capabilities

- § Highly developed communication and interpersonal skills
- § Excellent records management and general office administration
- § Fluency in languages of contemporary humanitarian entrants is highly desirable for this role
- § Understanding of the refugee and asylum seeker 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
- § Proficiency in MS Office and experience using databases.

Qualifications

- § Qualification in Community Services is preferable
- § Working with Children Check is a mandatory requirement for this role
- § Excellent records of management and General office administration.
- § A current Driver's Licence is a mandatory requirement for this role

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- § Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- § Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes
A <Vaccination – example influenza>	No

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.

**As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*