

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Advisor – HSP Client Practice	Department	Migration Support Program
Location	Perth, WA	Direct/Indirect Reports	0
Reports to	HSP Regional Manager	Date Revised	Nov 2020
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0026727

■ Position Summary

Red Cross has worked in the Migration Support Program (MSP) area 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 Client Practice Advisor is responsible for embedding consistent practice that demonstrates applied understanding of Red Cross organisational requirements, funding guidelines and relevant sector collaborative frameworks. The position provides technical support to case managers dealing with complex casework issues including child protection, family violence, disability, mental health, homelessness, and torture and trauma, and also provides in-house clinical supervision on a needs basis. In collaboration with other regional and program leaders, the position supports the training and capacity-building of teams, provides technical expertise around complex casework, and leads the embedding of the Strengths and Needs Assessment (SANA). Applicants will have at least 5 years' professional experience in complex case management work and at least a year of experience providing clinical supervision in a social work setting.

■ Position Responsibilities

Key Responsibilities

- Lead quality casework and case management practice across HSP client services
- Provide in-house clinical supervision to case managers on a needs basis
- 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, staff and volunteers to develop and implement effective service plans for clients with complex and/or escalating problems or barriers within their settlement journey
- Collaborate 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
- Provide guidance to staff on 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, and recommend actions to ensure client and staff wellbeing and timely compliance

■ Position Selection Criteria

Technical Competencies

- Substantial and deeply engaged experience addressing the complex needs of clients in statutory and voluntary service systems
- Demonstrated experience undertaking 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 clinical supervision to social workers.
- Proven ability to 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, intercultural and professional written communication skills.

Qualifications/Licenses

- Degree in Social Work or Psychology and/or significant relevant experience
- A current Australian Driver's License
- A current Working With Children Check

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.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ 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.