

#### Our vision

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



#### Our purpose

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

We do this by mobilising the power of humanity.

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

                

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

#### Our Values

#### Our Fundamental Principles

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

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| Position Title | **Case Manager** | Department | Community Programs |
| Location | Toowoomba | Direct/Indirect Reports | Nil |
| Reports to | Team Leader | Date Revised | July 2022 |
| Industrial Award | Social, Community, Home Care and Disability Services Industry  |
| Award Level | 4 | Red Cross Job Grade | 4 |
| Job Level | Team Member | Job Evaluation No: | HRC0071193 |
| Special Measures |  |

Position Description

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| **Position Summary** |
| The Case Manager will work across Red Cross Homelessness and Housing Services and other Community Programs that offer case management support to individuals and or families experiencing vulnerabilities in Toowoomba and district. Adopting the Red Cross practice approach this role aims to build capacity and resilience of individuals; empower communities to take responsibility for their futures; share with other organisations to increase collaboration; and transform systems and structures to remove barriers. |

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| **Position Duties** |
| **Key responsibilities/accountabilities*** Provide mobile, outreach and/or centre-based case management support to individuals and families.
* Undertake case coordination and network development activities that build the capacity of Specialist Services to strengthen integrated working relationships between providers according to the identified level of client need
* Participate in team and case work meetings to share information with other caseworkers to maintain a consistent approach
* Apply the Red Cross Case Management Practice Standards and adhere to relevant program and organisational policies, procedures and guidelines.
* Maintain accurate records of client data as per Red Cross Case Note Guidelines and contribute to program reporting requirements.
* Contribute to the required program Key Performance Indicators to meet contractual obligations.
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| **Person Requirements** |
| **Key Behavioural Capabilities*** **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
* **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.
* **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
* .**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.
* **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.

**Key Technical Capabilities*** Demonstrated knowledge of evidence-based case management strategies and principles with proven experience in delivering case management services to people ‘at risk’of and/or experiencing vulnerabilities in a client focused way
* Demonstrated ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
* Demonstrated understanding of reflective practice and continuous improvement
* Demonstrated ability to work directly with clients at risk of homelessness who have complex needs from a variety of cultural backgrounds, to achieve positive and sustainable outcomes
* Demonstrated ability to exercise initiative, discretion and judgement in working both independently and as part of a team
* Highly developed verbal and written communication skills with proficiency in MS Office and client databases.

**Experience*** Demonstrated experience of administering Brokerage funds in the context of case management plans
* Demonstrated experience in managing personal and professional boundaries
* Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources

**Qualifications*** Qualifications in human services combined with/or substantial skills, expertise and experience attained through employment, voluntary service and/or study
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| **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
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| **Key Job Requirements** |
| Licenses/compliance screeningScreening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

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| 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* |