

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	HSP Case Manager	Department	Migrant Support Program
Location	Wollongong	Direct/Indirect Reports	Nil
Reports to	HSP Team Leader	Date Revised	July 2021
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:	HRC0065295
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 on 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 through a tailored, needs-based case management approach.

The Case Manager is responsible for the provision of quality case management and community development services to eligible HSP clients. This role operates within the collaborative client services Hub and one-to-one appointment context. The Case Manager has an overall responsibility for each HSP's client journey and is responsible for management of complex cases.

Position Duties

Key responsibilities/accountabilities

- Conduct comprehensive assessment of client strengths and needs, utilising Red Cross Strengths and Needs assessment framework, pre-arrival assessment and HSP Case Management Framework.
- Provide support to clients with complex and/or escalating mental health issues, family violence, employment and education pathways and child protection issues.
- Develop, implement, and review case plans for clients in the context of a settlement process, ensuring that case plans are aligned to HSP aims and appropriate Tier.
- Provide out-of-hours emergency on-call support to clients on a rostered basis.
- Link clients in to social, community and service networks to build resilience and self-agency.
- Report and manage incidents in accordance with national guidelines, participate in case conferencing and monitor and review client's ongoing settlement progress.

- Ensure case management provided is in accordance with Red Cross policy and procedures, MSP casework model and other guiding documents, HSP Case Management Framework (including KPIs) and relevant legislation.
- Assist in the transition of clients according to assessment of needs and Tier entitlement.
- Represent Red Cross externally, including advocating and negotiating to improve client opportunities.
- Actively progress MSP's contribution to community development through involvement in sector networks and events and project work.
- Ensure 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.
- Work collaboratively and in partnership with other HSP personnel such as Bilingual Support Workers and volunteers to achieve Settlement outcomes.
- Provide administrative information and support to other team members in client services and business operations as required including reception customer service.
- Facilitate group education sessions with clients as required.
- Actively participate in team activities, including meetings, workshops, supervision, team building activities and practice improvement meetings.
- Lead and contribute to 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.

Person Requirements

Technical Capabilities

- Demonstrated quality casework and case management skills, especially in a cross-cultural setting.
- Ability to communicate and apply effective interview techniques to sensitively gain information from clients.
- Ability to manage complex and sensitive issues with absolute discretion in a highly complex environment.
- Ability to effectively liaise and negotiate services with relevant agencies.
- Effective communication with a broad range of people (verbal and written) including communication of technical/procedural/ legislative information to clients.
- Work skills include the ability to work autonomously, with minimal supervision, as a member of a team incorporating multitasking.
- Well-developed understanding of refugee and resettlement experience.
- Experience working with volunteers and interpreters.
- Moderate proficiency in MS Office or similar software and experience using databases.

Key Behavioral 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 | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 record of accomplishment 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 | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities, and the organisation.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

Experience/Qualifications

- Relevant tertiary qualifications, skills and / or experience in Social Work, Psychological Services, Diploma of Community Services or Bachelor of Applied Sciences
- Current Drivers Licence
- A Working with Children check 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	Yes
Police check	Yes - every 2 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes

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 Immunization (ATAGI), or who have a medical exemption based on ATAGI guidelines*