

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Manager – Community Living Support	Department	MSP
Location	Wagga Wagga or Griffith	Direct/Indirect Reports	N/A
Reports to	MSP Regional Manager	Date Revised	July 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

■ 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 because 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>.

Australian Red Cross' Community Living Support for Refugees with Mental Health Needs (CLSR-MH) is a new program that provides support to people from refugee or asylum seeking backgrounds living in the Murrumbidgee Local Health District who have ongoing mental health concerns that increase their vulnerability to disconnection from family community and culture, employment and education. The program will work intensively with clients to establish strong ongoing relationships with health and community services and providers as well as family and community of identity members to sustain a level of wellness and understanding of their ongoing health needs.

The Case Manager is responsible for coordinating the provision of information, services and support to clients of the program in a way that they and their family and community supports can understand progress their collaboratively identified goals for wellbeing.

■ Position Responsibilities

Key Responsibilities

- Conduct comprehensive assessment of client strengths and needs, utilising Red Cross Strengths and Needs assessment framework, and MSP Case Management Framework.
- Ensure case management provided is in accordance with Red Cross policy and procedures, MSP casework model and other guiding documents, and relevant legislation.
- Provide support to clients with complex and enduring mental health needs referred from other services or family and community members,
- Develop, implement and review case plans for clients in the context of a settlement process, ensuring that case plans are aligned to CLSR program aims.
- Link clients in to social, community and service networks to build resilience and self-agency and where appropriate advocating and negotiating with to other organisations or services improve client access and opportunities
- Report and manage incidents in accordance with national guidelines, participate in case conferencing and monitor and review client's ongoing settlement progress.

- 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 MSP personnel such as Bilingual Support Workers and volunteers to achieve client goals.
- Other general responsibilities within the scope of this role.

■ Position Selection Criteria

Technical Competencies

- Demonstrated quality case work and case management skills, especially in a cross cultural or mental health context.
- Ability to manage complex and sensitive issues in a highly complex and/or rural environments.
- Ability to effectively liaise and negotiate services with relevant agencies.
- Experience or willingness to develop a depth of understanding of refugee, asylum and resettlement experience.
- Experience working with volunteers and interpreters.
- Moderate proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and experience in Nursing, Mental Health, Psychology, Allied Health, Social and Community Services Work or overseas equivalent or
- Current Drivers Licence.
- A Working with Children check is a mandatory requirement for this role

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 | 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 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 | 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.

■ 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