

POSITION DESCRIPTION – Client Practice Advisor

Position Title	Advisor – Client Practice	Department	MSP
Location	State/Territory based	Indirect Reports	Up to 20 HSP staff
Reports to	HSP Regional Manager	Date Revised	October 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	

■ Position Summary

Red Cross has worked in the area of Migration Support Program (MSP) 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.

Australian Red Cross' Humanitarian Settlement Program (HSP) is a new program for MSP and provides support to humanitarian entrants to build the skills and knowledge they need to become self-reliant and active members of the Australian community. The program is funded by the Department of Social Services and the program works with new approximately 1,500 humanitarian entrants annually successfully settle in Western Australia and ACT/surrounds.

In collaboration with nationwide HSP and MSP leadership, they will support the training and capacity building of teams, lead our work practice, provide technical expertise around complex casework, lead the embedding of the Strengths and Needs Assessment and identify trends to inform broader policy work.

The Advisor – Client Practice will provide practice guidance and technical support to up to 20 HSP Case Managers and their line managers across the HSP ACT/NSW region. The Client Practice Advisor is responsible for embedding consistent practice across the region that demonstrates applied understanding of; HSP contract requirements, Red Cross standards and Sector frameworks. Key areas of support are child protection, family violence, disability services support, mental health, torture, and trauma.

■ Position Responsibilities

Key Responsibilities

- Lead best practice complex case management across HSP client services.
- With HSP leadership, lead and support staff to ensure case management practices are delivered in accordance with HSP Guidelines, HSP Contact KPI's, Red Cross Best practice and MSP Casework models.
- Build capacity of Team Leaders and Case Managers in relation to working with clients with complex and/or escalating health issues (physical and mental), family violence and child protection issues.
- Build a collaborative culture with other agencies, NGOs and families to plan, coordinate and negotiate services for our clients and implement effective case plans, to ensure that children, young people and families are provided with the practical and emotional support they need
- Provide guidance and undertake client advocacy, problem solving, case coordination, crisis intervention and reporting as necessary to minimise harm to clients and others.
- Liaise and work with the National Child Protection Coordinator where statutory child protection agencies are involved to support children and young people at risk.

- 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.
- Participate in regular and ongoing supervision of casework practice with Team Leaders and the appropriate with line managers.
- Ensure comprehensive and quality clients strengths and needs assessments are completed utilising Red Cross Strengths and Needs assessment (SANA) framework, pre-arrival assessment and HSP Case Management Framework.
- Be a focal point for case workers supporting HSP Tier 3 that are the most complex cases, to ensure best outcomes are achieved for clients.
- Act as the central contact for reporting MSP-related critical incidents, and to provide technical support and guidance on client related issues.
- In collaboration with Leadership and teams, drive implementation and quality in the management and implementation of the MSP Strengths and Needs Assessment Framework.
- In collaboration with State Leads and a community of practice identify training needs and provide capacity building with HSP staff.
- Collaborate on strategic projects.
- Capacity to identify and understand issues affecting people impacted by migration including refugees, including children and young people.
- Volunteer engagement and management.
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and as a member of a team.
- Actively contribute to a positive work environment culture.

■ Position Selection Criteria

Technical Competencies

- Robust and direct experience addressing the complex needs of clients.
- Demonstrated quality complex casework and case management skills, especially in a cross-cultural setting.
- Demonstrated understanding of holistic assessment of complex client needs, including conducting risk assessments, and developing effective case plans and safety planning.
- Demonstrated experience in coaching and mentoring caseworkers and/or leadership skills.
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.
- Highly developed interpersonal skills with the ability to communicate and negotiate clearly and effectively at all levels.
- Proven ability to identify service gaps and manage complex cases within a context of competing priorities.
- Demonstrated effectiveness in interagency collaboration and ability to negotiate, lead collaboration, advocate and network with internal and external stakeholders (who can include statutory and law enforcement agencies)
- Self-awareness and ability to critically reflect on practice

Qualifications/Licenses

- B.A Social Work or B.A Psychology
- Significant skills and experience in social work or related fields
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Team effectiveness | Collaborating** | Proven record of accomplishment as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven record of accomplishment in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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

