

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Client Services Officer	Department	Migration Support Programs
Location	Working from home	Direct/Indirect Reports	Nil
Reports to	Team Leader – COVID-19 Response (MSP)	Date Revised	Jun 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0017992

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this 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.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact.

In response to COVID-19, Red Cross is working alongside the Victorian Government to provide additional financial support for vulnerable Victorians who are on temporary visas and experiencing financial hardship as a result of the pandemic. The program will run for a period of 6 months with the aim to reduce financial, health and wellbeing distress for vulnerable temporary migrants living in Victoria during the pandemic.

The Client Services Officer is responsible for processing and reviewing applications, providing information, identifying and escalating issues and responding via phone to migrants in transition who have been impacted by the COVID-19 pandemic. This role is also responsible and accountable for maintaining client data and various administrative tasks arising from the client services operations.

■ Position Responsibilities

Key Responsibilities

- Monitor and process applications from potential clients received via phone or the online portal



- Establish files in the Red Cross internal database for potential clients ensuring they have given consent to do so
- Ensure potential clients have provided complete information and provide support via phone if they have not
- Check external and internal sources of information to ensure potential client meets eligibility criteria
- Conduct a scripted financial hardship evaluation based on information provided by potential clients
- Request payments to be made to client via approval to line manager
- Provide triage response where required; including referrals for COVID-19 support initiatives, health, mental health supports, casework services, legal advice, employment support, housing and homelessness, social connections; screening for risk indicators including family violence, labour exploitation, mental health concerns when brought to attention or support requested through Portal
- Escalate and flag any issues to a line manager where a client has significant need Assist with the provision of general information to clients, such as Red Cross contact details
- Accountable for accurate and up to date data including updating all relevant databases.

■ Position Selection Criteria

Technical Competencies

- Demonstrated cultural competence and ability to work with people from diverse backgrounds who have experienced multiple and complex vulnerabilities
- A sound understanding of the social political issues and needs impacting migrants in transition
- Excellent records management and general office administration
- Proven highly developed organisational and time management skills
- Highly developed communication and interpersonal skills
- Proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Qualifications in a related field is desirable (community services/administration) and/or equivalent.
- A Working with Children check is a mandatory requirement for this role.

Behavioural Capabilities

- **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 change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively

- **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.