

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Officer	Department	Migration Support Programs (MSP)
Location	Flexible	Direct/Indirect Reports	Nil
Reports to	Team Leader - MSP	Date Revised	Apr 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0016116

### ■ 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.

Red Cross welcomes the federal government's \$10 million investment in dedicated support for people on temporary visas who are experiencing domestic and family violence. This includes Red Cross providing financial assistance to this group, as an extension of the current nationwide emergency relief program. Under the year-long pilot, working alongside family and domestic violence agencies, Red Cross will provide up to \$3000 in financial assistance to those eligible, to help cover expenses such as accommodation, food, and medical care. The pilot will also support referrals and, where specialist agencies are unable to help, provide short-term casework support.

The Support Officer is responsible for reviewing and triaging applications, providing information, identifying and escalating issues and responding via phone to migrants in transition who have been impacted by family violence and are seeking financial assistance. 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 applications from potential clients and organisations received via email or web

- 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
  - 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.
  - Provide assistance to clients in maintaining housing and access to food, such as assisting with information on how to request rent relief and where to access food and material aid.
  - Arrange other immediate services or appointments on advice from Caseworker.
  - Provide access to general information and education relevant to activities of daily living, including housing, locally available services provided by other agencies, public transport, children's playgrounds, places of worship etc.
- Assist clients to access a wide range of external services that address their expressed needs, inclusive of services for children.

## ■ Position Selection Criteria

### Technical Competencies

- Excellent records management and general office administration
- Experience in working with people from cultural and linguistically diverse backgrounds.
- Demonstrated understanding of contemporary family issues including family and domestic violence; the physical, emotional, psychological and behaviour impact of trauma and abuse; homelessness; child protection; poverty; mental health; AOD and knowledge of support services available to address these issues
- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- 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 (administration/community services) and/or demonstrated.
- 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.