

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Worker	Department	Migration Support Programs
Location	Brisbane	Direct/Indirect Reports	Nil
Reports to	State Lead, Migration Qld	Date Revised	May 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3		

■ 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 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. Key to our work is the integration of human centred design principles along with locally sourced insights.

The Support Worker– Migrants in Transition will provide support work to caseworkers and migrants in transition through Red Cross Emergency Relief. They will also contribute to the co-design process and adapt and innovate ways of working in order to improve Red Cross' response to the needs of migrants in transition.

■ Position Responsibilities

Key Responsibilities

- Assist with the provision of general information to clients such as Red Cross contact details, appointment for initial needs assessment, care plan development and others.
- Provide assistance to clients with service registrations, such as but not limited to, Medicare enrolments, bank accounts, utility connection, billing arrangements and transport concessions
- Accountable for accurate and up to date data including updating all relevant databases
- Provide administrative assistance to client services teams, including uploading documents such as identification, bank statements and visa evidence in databases
- Provide logistical coordination and assistance with the delivery of group orientation sessions. 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, education opportunities, locally available services provided by other agencies, public transport, children's playgrounds, places of worship etc.
- Triage and mentoring to clients who appear to be struggling to keep in touch; referrals to Caseworkers as needed.

- Provide administrative support to other areas and other team members in client services and business operations as required, including reception customer service and triage at HUB outreach locations
- Assist in projects as required.
- Other general responsibilities within the scope of this role

■ Position Selection Criteria

Technical Competencies

- Excellent records management and general office administration.
- Understanding of the refugee, asylum seeker and immigration detention sector and service needs of relevant clients.
- Experience in community services and clients from cultural and linguistically diverse backgrounds.
- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- Highly developed communication and interpersonal skills.
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Tertiary qualifications in Social Work, Human Services, Community Development or a related field is highly desirable
- 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.
- **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