

POSITION DESCRIPTION

PROJECT OFFICER - DISABILITY SERVICES (DS) HEALTH & FAMILY SAFETY

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as a whole as well as the particular requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

- Reports to the Manager – Health & Family Safety.
- Accountable to the Program Manager – Client Services.
- Works closely with the Community Connectors and Peer Mentors working within the programs.
- Collaborates with other Client Service staff and the Management team.
- Collaborates with external agencies and network partners.
- Direct Reports
 - Bicultural Caseworker - Community Connectors
 - Disability Support Peer Mentors

2. KEY RESPONSIBILITIES

The Disability Services (DS) Project Officer is responsible for developing, coordinating and implementing two projects “Community Connectors” and “Young and Strong” to support people with disabilities and their carers. The role involves project management, case management coordination and education regarding access to disability support for culturally and linguistically diverse (CALD) communities.

Community Connectors

Program Development & Delivery

- Develop, plan and implement the Community Connectors Program, through the identification of client needs and consultations with CALD communities.
- Train, mentor and support the Community Connector Bicultural Worker providing supervision and guidance regarding client support, case management and support services
- Implement and promote the program.
- Provide advice to FECCA, NDIA and other stakeholders on disability needs of CALD communities.

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- Network through meetings and ongoing connection with FECCA, Local Area Coordinators and service providers.

Case Management

- Conduct assessment, formulate, implement, and review case management plans.
- Provide information; and support people with disabilities and their carers to understand, access and utilise the NDIS service and other organisations that may be of support.
- Support potential NDIS participants and their carers to prepare required documentation and link them with disability services
- Provide information workshops for cultural communities regarding NDIS and disability support services.
- Collect feedback from clients regarding program outcomes.

Young and Strong – Young CALD Carers Project

Program Development & Delivery

- Develop, plan and implement the Young and Strong Project.
- Recruit, train, mentor and support the Peer Mentors engaged to work with young carers.
- Implement and promote the program.
- Initiate and facilitate a Young Carers Advisory Group.
- Plan and implement a young carers peer support group.
- Establish a working party with key organisations and facilitate quarterly meetings.
- Assist in the development of an evaluation plan and ensure the successful implementation of evaluation tools.

Advice & Education

- Provide education and awareness about disability and local disability services in a culturally sensitive manner.
- Advise relevant agencies on appropriate advocacy for CALD clients.

Stakeholder Engagement

- Develop relevant partnerships and referral pathways within disability, health, and other relevant sectors.
- Establish connection with CALD community leaders to discuss disability issues within their communities and provide information about relevant support services.
- Develop and coordinate partnerships to support delivery of the program.
- Participate in trainings specific to disability and other relevant topics.
- Participate in internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.
- Participate in expos, forums and conferences as appropriate and relevant to promote ARA services.

General Conduct

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- Employ effective internal communications, keeping others up to date on client needs and related trends.
- Provide services in accordance with organisational policies, procedures, and service models.
- Assist senior management staff with special projects as requested.
- Work closely and collaboratively with other staff and volunteers as appropriate.
- Maintain databases of relevant programs' requirements.
- Keep accurate and timely records of services and case notes.
- Take responsibility for own time management, planning and organisation of work.
- Seek continuous improvement to ensure services are provided efficiently and effectively.
- Maintain confidentiality and privacy of client information.
- Ensure services are culturally sensitive and appropriate.

Reporting

- Provide regularly updates and prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes for Manager / Senior Manager Client Services' authorisation.
- Notify the Manager of potential business opportunities arising from stakeholder engagement.
- Provide accurate timesheets and mileage records for Manager approval.
- Report any critical incidents, significant issues or concerns to the Manager immediately.

<h3>3. PERSONAL CRITERIA</h3>

Qualifications:

- A relevant tertiary qualification in one of the following areas is a prerequisite: Social Science, Social Work, welfare, disability or related discipline.
- Current Australian Driver's licence.

Experience & Knowledge:

- Experience in the development and implementation of disability services and casework services.
- High level of understanding of support services and the needs of people with disabilities.
- Knowledge of 'Strengths Perspective' "Client Centered", and "Trauma responsive" theory and practice.
- Experience with establishing and maintaining internal and external relationships.
- Experience working with clients from a variety of backgrounds.
- Experience with preparing written reports.
- Experience with public speaking and meeting facilitation.
- Experience working within a multicultural service environment.
- IT literacy and proficiency in Microsoft suite of software programs.
- Knowledge related to the needs of people from a CALD background with a disability or a carer.
- Awareness of government policies and contemporary service models relevant to community services.
- Lived experience as a person with a disability or a carer (desirable).

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Personal Capabilities:

- High level interpersonal skills.
- Ability to manage own time, set priorities, plan and organise work.
- Ability to deliver outcomes in accordance with ARA policies and funding requirements.
- Effective 'lateral thinking' problem solving and decision-making.
- Ability to exercise judgement and initiative in the establishment of new procedures to ensure requirements are met.
- Ability to handle difficult conversations and situations.
- Ability to assess client needs and employ case management principles and practices to achieve good outcomes.
- Ability to work in cooperation and consultation as a member of a team.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client-oriented service provision;
 - Child Safe Environment.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area, the position will be based in Salisbury.
- Must be willing to participate in occasional after-hours work.

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6. ACKNOWLEDGEMENT

Signature: _____

Employee Name: _____

Date: _____

Signature: _____

Manager Name: _____

Date: _____