
POSITION DESCRIPTION

CASE MANAGER – INTENSIVE SUPPORT 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 Team Leader – Family Safety
- Accountable to the Health and Family Safety Programs Manager.
- Collaborates with the Client Services Team.
- Collaborates with external agencies and network partners including AMES Australia.
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2. POSITION DETAILS

The Case Manager – Intensive Support will provide case management support to new arrival migrants and refugees with special and/or complex needs. This will include delivery of services through ARA's Specialised Intensive Support (SIS) program. The Case Manager will ensure that services are flexible and tailored to meet the needs of the clients and their families and will assist with overcoming temporary crisis, transition into the community and function independently.

Intensive Support Case Management

- Provide case management to refugee clients who experience multiple and complex issues and/or are in need of crisis intervention.
- Provide comprehensive needs assessment.
- Develop comprehensive case management plans.
- Develop and implement appropriate interventions based on relevant social work frameworks, values, ethics and best practice standards.
- Provide relevant information, practical assistance and support to clients to develop the knowledge and skills to resolve their issues and increase independence.
- Provide referral to specialised service providers as required and advocate for the needs of the clients.
- Monitor and review case objectives, case progression and respond appropriately to emerging needs as they arise for each case.
- Assist clients to understand their situation, their rights and responsibilities.

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- Write accurate and timely case notes and complete comprehensive reports including data entry and administration on the Government's Humanitarian Settlement Program portal.
- Ensure appropriate casework practices, mandatory reporting requirements, child safety strategies, and confidentiality requirements are met.
- Promote ARA SIS services through networks and establish/maintain referral pathways.

Advice & Information

- Provide high level advice and response regarding complex case matters.
- Advise relevant agencies on appropriate advocacy for CALD clients.
- Provide training to external agencies on the complex needs of people from CALD backgrounds.

Program Delivery

- Conduct assessment of all referrals into the Intensive Support program.
- Support the ARA staff to identify cases eligible for referral to SIS, and make referrals accordingly.
- Ensure administrative needs of the programs are upheld in a timely and efficient manner.
- Make financial claims to funding bodies for services delivered under the SIS program.

Reporting

- Provide regular updates to the Team Leader on service delivery in line with performance targets.
- Write reports in accordance with specified timeframes, service performance targets, project outcomes and in alignment with National Privacy Principles and scrupulous management of case notes and files. Reports require Health and Family Safety Manager's authorisation.
- Report any significant issues or concerns to the Manager immediately.
- Provide accurate timesheets and mileage records for Team Leader's approval.

3. PERSONAL CRITERIA

Qualifications:

- A relevant tertiary degree is a prerequisite in the area of Social Work or similar discipline.
- Current Australian Driver's licence.

Experience & Knowledge:

- High level of knowledge and expertise in social work with experiential application Experience with case management involving refugee settlement.
- Experience delivering programs in the community services industry.
- Experience working within a multicultural service environment.
- Experience using Microsoft applications and database systems.
- Knowledge of refugee needs and South Australian settlement services and projects.
- Knowledge of government policies and contemporary service models as relevant to community service projects.
- Knowledge and understanding of culturally and linguistically diverse communities.
- Understanding and skill in relation to multicultural and cross-cultural issues.

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Personal Capabilities:

- Ability to apply knowledge and skills gained through qualifications and previous experience.
- Ability to provide specialist expertise or advice in regards to client needs and relevant services.
- Ability to establish, build and maintain internal and external relationships.
- Excellent time management skills incorporating daily, monthly and weekly priorities.
- Highly developed organisational skills.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client-oriented service provision.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WH&S 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 hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes on occasions.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after-hours work.

POSITION DESCRIPTION



6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____

