

## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

**We are part of a movement.**



### **We Respect**

As humanitarians, we put people first, listening to, understanding and respecting each other.



### **We aspire**

We are curious, optimistic and we learn, because we want to do and be better.



### **We collaborate**

We achieve our best by bringing people together on shared goals.



### **We stand up**

We face challenges and opportunities with courage and compassion.



### **We deliver**

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

## Position Description

Position Title	Complex Caseworker – Migrants in Transition	Department	MSP
Location	NSW	Direct/Indirect Reports	Nil
Reports to	Team Leader - Operations	Date Revised	April 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Team Member	Job Evaluation No:	HRC0065816
Special Measures			

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

The Complex Caseworker – Migrants in Transition will provide casework support to migrants in transition through Red Cross Emergency Relief and for people who have been trafficked, subject to labour exploitation or forced into marriage). 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 Duties

### Key responsibilities/accountabilities

- Provide quality casework support which identifies key client strengths, needs, resources available to meet those needs and the methods to assist the client to achieve meaningful change and self-agency.
- Provide complex case management and effective interagency collaboration.
- Conduct holistic assessments of complex client strengths and needs using the Strengths and Needs Assessment Framework (SANAF), and other risk assessments (this can include complex mental health and child protection risk assessments) and develop and implement appropriate case plans and safety planning.
- Refer clients who are not assessed as complex to suitable service providers.
- Maintain updated sector referral pathways for reference by Red Cross people and provide leadership to drop in processes and screening practice.
- Represent Red Cross in forums and networks, and advocate on behalf of clients to improve client opportunities and outcomes using the humanitarian diplomacy approach.
- Lead and contribute to collaborations and capacity building with the sector and across Red Cross.
- Participate in regular and ongoing supervision, development and critical debriefing and contribution to team.
- Contribute to co-design process and adapt ways of working in response to its outcomes, and continually innovate practice approach to meet the needs of clients.
- Working closely with the Advisor – Client Practice, actively contribute to a collaborative approach to continuous practice improvement.
- Set up and ensure client records are accurate and up-to-date including policies, procedures, client files and allowances, records and reports – both administration and financial.
- Collect, analyse and use reliable data relating to clients and migrants in transition.
- Undertake On Call duties to respond effectively to client distress and emergency or crisis situations or to a new client referral.
- Ensure programmatic and contractual compliance requirements are met through adherence to relevant policies and procedures and providing regular and ad hoc reports in line with reporting requirements.
- Collaborate on strategic projects.
- Volunteer engagement and management.
- Actively contribute to a positive work environment culture.

## Person Requirements

### Key Behavioural and Technical Capabilities

- Proven ability to provide high quality casework support and complex case management
- Demonstrated understanding of how to holistically assess complex client needs, including conducting risk assessments, and developing effective case plans and safety planning
- Proven ability to identify service gaps and manage complex cases within a context of competing priorities
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds who have experienced grief, loss, torture, and trauma and who experience ongoing safety risks.
- A sound understanding of the social political issues and needs impacting migrants in transition (including people seeking asylum, trafficked people and people who have been forced into marriage).

- Skills and experience in a variety of client practice approaches and frameworks
- Demonstrated effectiveness in interagency collaboration and ability to negotiate, lead collaboration, advocate and network with internal and external stakeholders (who can include statutory and law enforcement agencies)
- Self-awareness and ability to critically reflect on practice
- Well-developed interpersonal and written communication skills
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.
- Demonstrated understanding of the complex needs of children and young people is desirable.

## Experience

- Qualification in Social Work or equivalent

## Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

## Key Job Requirements

### Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes

***A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.***

*\*As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*