

UHM Case Manager

Status:	Full-Time, Fixed Term		
Salary:	Level 5.1		
Reports to:	UHM Team Leader		
Direct Reports:	Residential Youth Support Workers		
Department:	Client Services		
Location:	Brisbane		
Creation Date:	1 December 2021	Review Date:	1 December 2023

PURPOSE

Multicultural Australia Client Services provides settlement support and Case Management to newly arrived humanitarian entrants, people seeking asylum and unaccompanied minors by creating opportunities to develop their skills and knowledge to achieve social and economic well-being in their new communities.

Multicultural Australia is the custodian of Unaccompanied Minors residing in the Greater Brisbane and Toowoomba regions, and provides Case Management support for Unaccompanied Minors living in kinship care arrangements across Greater Brisbane, Toowoomba, and Rockhampton.

Multicultural Australia's UHM Program exists to promote wellbeing, independence, belonging and quality of life for unaccompanied humanitarian minors. We deliver culturally appropriate support to children and young people in a manner, which nurtures aspirations, promotes independent living skills, inspires active citizenship and supports connection with family, peers and communities. Strong, positive relationships are at the core of our work. These relationships, alongside a trauma-informed and child-centred framework allows for healing, growth and the development of independent living skills.

The Unaccompanied Minors Team focuses on the development of crucial life skills, self-agency and resilience to enable a successful transition to adulthood and independent living.

Initial: _____

PRIMARY RESPONSIBILITIES

- Delivery of culturally competent case management support and completion of comprehensive psychosocial needs assessments with young people and development and implementation of a case management plan which focuses on needs and aspirations;
- Identification of mental health risk factors, ensuring appropriate referral of young people to specialized mental health supports; and provision of emotional support to young people in a culturally sensitive way with an understanding of acculturation and the continuing impact of past torture and trauma on young people;
- Assist young people to develop meaningful social connections including links with members of their culture or origin or religious community, through the provision of cultural orientation and life skills development;
- Provision of crisis intervention support when required to respond to immediate and urgent needs, following of appropriate documentation and escalation procedures as required and participation in the emergency on-call roster;
- Deliver client focused advocacy and liaise with community and government agencies to establish pathways for appropriate service options for individual young people and work collaboratively with stakeholders;
- Prepare and review case plans, record service delivery through case notes, complete reports and any other necessary documents within strict timeframes, as well as provide line management support to Residential Youth Support Workers and Volunteers as required;
- Contribute to the development of service planning, service delivery and service evaluation, within the frameworks established by Multicultural Australia;
- Provide regular supervision and support to a team of Residential Youth Support Workers to ensure high quality, consistent and culturally appropriate care is provided to Unaccompanied Minors.

In addition to the duties listed above all Multicultural Australia staff are expected to:

- Respect and abide by the vision, mission and values of the organisation;
- Ensure that their conduct is consistent with provisions of the Multicultural Australia Code of Ethics and Conduct;
- Comply with the provisions of relevant Multicultural Australia policies and procedures;
- Comply with the provisions of Multicultural Australia's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or Multicultural Australia as a whole. Information and training will be provided to successful candidates;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of Multicultural Australia as a whole. This will include the use of computer-based calendar and information management systems.

Induction training relating to policy and procedures, workplace health and safety and Multicultural Australia administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

And all other duties associated with the position as instructed by the UHM Team Leader.

Initial: _____

REQUIRED QUALIFICATIONS, CAPABILITY, AND EXPERIENCE

Qualifications, licences and probity

1. Possession of tertiary qualifications in Social Work, Psychology Behavioural Sciences, Occupational Therapy, Human Services, or related discipline;
2. Valid Queensland Driver's License;
3. Possession of, or willingness and eligibility to obtain a Blue Card (Working with Children Suitability Card in accordance with the *Commission for Children and Young People and Child Guardian Act 2000*), and
4. National Police Clearance Check.

Essential Skills / Experience

1. Proven psychosocial assessment and case management skills and the ability to design and implement culturally appropriate case coordination plans to enhance the settlement process within a team environment, as well as with housing providers and relevant government/community agencies and other external service providers;
2. Demonstrated knowledge and experience of the Unaccompanied Minors frameworks within a settlement context;
3. An excellent understanding and knowledge of issues, current practice and policies in relation to the support of asylum seekers and refugees as well children and young people living in out of home care arrangements and living in kinship care arrangements;
4. Demonstrated ability to work collaboratively in a team environment and availability to occasionally work outside normal business hours and across Multicultural Australia office locations as needed;
5. High level oral and written communications skills, including the ability to write case plans, complete reports and any other necessary documents within strict timeframes, including excellent computer proficiency, time management and organisational skills;
6. Demonstrated knowledge of client advocacy when working within a social justice framework;
7. Demonstrated ability to work across a cross-cultural environment, including the ability to engage effectively with Cultural Support Workers and Translating and Interpreting Services

Desirable Skills / Experience

1. Experience supervising or line managing a team of staff;
2. Accredited in Therapeutic Crisis Intervention; and
3. Experience working infants, children and young people within an out of home care model

Initial: _____

WHO WE ARE

Why do we exist?

Our purpose

Multicultural Australia exists to create a welcoming, inclusive, and economically stronger community. This is an agenda shared with many others. Our part is to ensure that everyone is included, skilled and thriving. We are passionate about promoting positive conversations about inclusion.

Our Vision

A trusted Queensland not-for-profit, creating welcome and inclusion for new arrivals. Exceeding stakeholder expectations by delivering exceptional services, working with others to solve big issues and driving innovative projects that make a real difference.

Our Values

We are fiercely committed to human rights and demonstrating our values in our daily work. We show up for one another, we are faithful to our client's aspirations and we solve problems by finding the Third Way. We are ethical and strive for impact. We pride ourselves on being an organisation with the grit needed to effect real change.

What do we do?

For 23 years, Multicultural Australia (formerly Multicultural Development Australia) has been welcoming refugees, people seeking asylum, international students and other new arrivals to Queensland with the goal of creating a fairer more prosperous society for all Queenslanders.

We support thousands of newly arrived people every year, including refugees, international students, people seeking asylum and migrants. We help them to settle into their new lives, build connections in their communities, find work and study opportunities, learn new skills and feel at home.

We also work with individuals, communities, business and government to help build a more welcoming culture through advocacy, cultural training, community events, employment, youth programs, sports and arts inclusion programs to advance a diverse, inclusive and multicultural community.

We have worked hard to advance multicultural Australia and build communities where everyone belongs. Developing inclusive and prosperous communities, changing the conversation and keeping fit for the future are the strategic pillars that highlight why we exist. They underpin what we do – our services, partnerships and business. Ethical leadership and deep collaboration with community is at the heart of how we work – our culture and practice.

HEALTH, SAFETY & WELLBEING FUNDAMENTALS

Multicultural Australia employees are considered safety leaders and are expected to contribute to a culture that supports health, safety and wellbeing of all staff, clients and stakeholders.

- We will all take appropriate action to prevent harm.
- We will never accept or condone work practices that impact on the health, safety and wellbeing of others.
- When identifying risk, we will mitigate where possible and report where appropriate.

QUALITY MANAGEMENT

Multicultural Australia are committed to quality assurance and continuous improvement. Everyone as part of their role must:

- Comply with policies, systems and procedures.
- Actively participate in identifying opportunities to improve our work.
- Communicate, clarify, commit to, and contribute to quality initiatives.

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read, understand, and accept its contents

Position Holder Name:			
Signature:		Date:	/ /
Manager's Name:			
Signature:		Date:	/ /

The purpose of a position description is to provide a summary of the position that can be used to assist in a number of management activities including recruitment, induction, training, performance management, job evaluation, and job design. Position descriptions are supported by, and should be read in conjunction with, other Multicultural Australia documents such as letters of appointment, policies and procedures, codes of practice and any other materials that provide details about what is to be achieved and how the position is to be performed. A position description is only a summary of the typical functions on the position, not an exhaustive list of all possible responsibilities, tasks and duties. The responsibilities, tasks and duties of the incumbent may differ from those outlined in the position description or other duties, as assigned, might be part of the job. As many position evolve over time, position descriptions may be reviewed and updated.

Initial: _____