
JOB TITLE	Case Worker
DATE	June 2025
REPORTS TO	Client Services Manager
LOCATION	245 Stirling Street, Perth
AWARD	Level 5 SCHADS Award. Salary packaging available

POSITION DESCRIPTION

Position purpose	The Case Worker is responsible for providing essential support to the Client Services Program through direct service provision of programs to people seeking asylum, in the community and immigration detention, including: • Case work • Emergency relief and financial aid • CARAD Pantry • Material aid • Advocacy and referral
Main tasks	Core objectives include: Program Delivery: • Provide individual support through a direct case work service. This includes assessing client need, monitoring progress, providing support and advocacy for clients, and providing services on an outreach basis if required • Emergency relief assessments and direct provision of emergency relief and financial aid • Liaise with relevant services and advocate on behalf of clients to ensure access to resource and facilities and referrals where necessary • Participate in community education and engagement activities as required Program Administration: • Identify and manage or escalate risk issues, e.g. around client confidentiality, case management and record keeping • Accurately update and maintain client information, both written and electronic in accordance with CARAD guidelines and confidentiality principles • Working collaboratively with other agencies, partners and stakeholders in the delivery of effective services to clients • Represent CARAD with external stakeholders to enhance CARAD's profile and network if required • Contribute and participate in CARAD marketing and communication activities • With Client Services Manager, ensure that organisational processes and systems meet CARAD requirements and that policies and procedures are reviewed and updated as required

The above list is not exhaustive and the role may change to meet the overall objectives of CARAD.

Other Duties	• Fulfil other duties as required by the Chief Executive Officer • On occasion, work outside of office hours may be required
Required qualities	• Resilience to work and support clients who have been exposed to trauma and violence • Demonstrated understanding of and commitment to CARAD's purpose to provide advocacy and support for people who are seeking asylum, refugees or detainees, living in Western Australia as well as its values of social justice, independence, respect, flexibility, compassion, and collaboration.
Desired competencies	• Demonstrated experience working with vulnerable women.

SELECTION CRITERIA

Qualifications	• A relevant tertiary qualification in Social Work, Human Services or equivalent at a degree level
Experience	• Demonstrated experience working within social and community services, with trauma informed approach
Skills & competencies	• Demonstrated casework skills and experience in the delivery of case management services • Demonstrated knowledge and understanding of the lived experiences of people seeking asylum, refugees and detainees • Demonstrated ability in the provision of culturally competent services to clients of CALD backgrounds, including women • Excellent written and oral communication and organisational skills including analytical skills, case noting and report writing, computer skills and the capacity for creative problem solving and conflict resolution • A good working knowledge and ability to use computers and Microsoft programs
Other requirements	• National Police Check • Working with Children Check • A current Driver's Licence • Demonstrated understanding of and commitment to CARAD's purpose to provide advocacy and support for people who are seeking asylum, refugees or detainees, living in Western Australia as well as its values of social justice, independence, respect, flexibility, compassion, and collaboration

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee Name

.....
Signature

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Date

SIGNED BY CHIEF EXECUTIVE OFFICER

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Chief Executive Officer Name

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Signature

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Date