

POSITION DESCRIPTION

Portfolio:	Settlement Support and Community Care (SSACC)
Position Title:	Client Support Worker HSP
Grade:	2.1
Reports to:	Team Leader HSP

AMES Australia

For over 60 years AMES Australia has helped new and recently arrived refugees and migrants to settle in to Australia. AMES offers much more than teaching English – we not only work with new arrivals but also with the community, business and Government to develop sustainable and effective settlement solutions for the whole Australian community.

Vision of AMES Australia

‘Full participation for all in a cohesive and diverse society’

Primary Focus / Purpose of the Role

The Client Support Worker where required, will undertake over the phone or face to face assessments of clients, refer identified high need/complex cases through to Case Managers, undertake case noting and referrals to external and internal agencies and undertake the duties of a Community Guide when required.

Primary Duties and Responsibilities

- Work with Case Managers and clients to implement settlement services required to achieve settlement outcomes.
- Identify clients with complex needs and refer to Case Managers/ Senior Case Managers for follow up.
- Organise relevant appointments and referrals for clients as identified through the client needs assessment/case management plan.
- Ensure all services are documented and reported within 5 days of service delivery.
- Ensure accurate and timely communication with care team members to inform the development of appropriate responses to presenting issues.
- Work collaboratively with care team members in the implementation of the case management plan, including clients, case managers, senior case managers, housing workers, community guides and volunteers.
- Ensure regular contact with clients is maintained.
- Support clients in linking in with the local community to improve social participation outcomes.
- Accompany clients to register for key services (e. g. Medicare, bank, schools, etc.) where required.
- Organise appropriate file set up and other relevant documentation in line with program processes and procedures.
- Participate in regional networking plans (e.g. assist in the preparation and delivery of group information sessions).
- Actively operates in a manner that improves the customer experience.
- Ensure compliance with relevant legislation, regulations and contractual requirements and that all duties are undertaken within an effective risk management framework.
- Comply with relevant OH&S legislation, the AMES Australia OHS Policy and Procedures at all times.
- Comply with all relevant AMES Australia Policies and Procedures and proactively identify and recommend areas for improvement to the manager as appropriate.
- Perform other duties as required by the manager that are reasonably incidental to the performance of this role.

Key Contacts

Internal:	SSACC Clients, Relevant SSACC Manager , Contracts Compliance & Performance Unit, Team Leaders, Case Managers and other relevant AMES Australia staff
External:	Key Stakeholders including local Community Groups, funding bodies, mainstream service providers

Qualifications and Experience

- Mandatory:** Minimum of Certificate III in Community Services or similar field; AND / OR
Minimum of 2 years' experience in case management support of clients from CALD backgrounds
- Desirable:** Diploma in Community Services or similar field is highly desirable

Knowledge and Skills

- Community language relevant to current caseload is essential
- Strong written communication, report writing and word processing skills
- Strong organisational, time management and administrative skills with the ability to work with a high level of autonomy
- Demonstrated ability to apply the Strengths Based Model in practice with clients
- Experience in maintaining and implementing administrative and database systems
- Computer literate and ability to use word-processing, spreadsheet and database programs
- Highly effective interpersonal and cross cultural communication skills and an interest in working with CALD community organizations
- Experience working autonomously and within multi-disciplinary teams to achieve agreed goals
- Demonstrated positive values of integrity, reliability, teamwork and professionalism consistent with the AMES Australia Vision and Mission and demonstrated commitment to quality and continuous improvement principles

Other Relevant Information

- Staffing Responsibilities -
Nil
- Budget Responsibilities -
Nil
- A current valid Driver's Licence is required.
- Applicants for the position must have the right to work in Australia.
- Offers of employment will be subject to a satisfactory Police Check.
- It is a mandatory requirement for the position holder to have and maintain a current Working With Children Check (for employment purposes).

*AMES Australia is an Equal Employment Opportunity Employer and abides by the Occupational Health and Safety Act.
AMES Australia is committed to and believes in gender equality and promotes a work environment where inclusion and diversity are valued and where people across all of AMES are involved, supported, respected and treated fairly.
For HR reporting purposes only: ANZSCO Code - 224913*

Employee Name: _____

Employee Signature: _____

Date: _____