

POSITION DESCRIPTION

Position Title:	Humanitarian Settlement Program (HSP) Case Manager
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Dependent upon qualifications and experience
Site:	This position is primarily based at our central site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	45.6 hours per fortnight (0.6 FTE)
Tenure:	Ongoing
Position description developed:	Reviewed July 2026
Responsible to:	Senior Leader Settlement Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Humanitarian Settlement Program sits within the broader Settlement Services team. In turn, Settlement Services is situated within the Community Partnerships and Integration, which also includes, Health Promotion, Health Access & Community Connections and the Cultural Diversity team.

Service engagement commences when a humanitarian family first arrives in Australia, with individualised responses provided both individually and to the family. Some supports provided by the team can last up to five years. The intent of settlement programs is to equip families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society. Our aim is to support eligible clients to promote personal and economic wellbeing, independence, and community connectedness.

We also facilitate pathways to learning English through continued education and employment. To achieve these outcomes the Settlement Services team utilises a combination of casework, community development, and individually responsive supports such as youth services.

POSITION ROLE

This role provides holistic case management service under the Humanitarian Settlement Program (HSP) to newly arrived humanitarian refugees. The role requires a highly organised individual with a positive demeanour who can work with internal and external stakeholders.

The Case Worker will be the central point of contact for clients. The objective of the HSP is to build knowledge and advocate for the social and economic well-being of clients. HSP delivers a tailored, needs-based case management approach with clients classified into Tiers according to their level of need and the complexity of circumstances.

The majority of HSP clients are expected to be classified under Tier 2 and receive the appropriately focussed HSP services. Clients displaying an inability to independently engage with appropriate supports and who might be impacted by multiple complexities may be classified under Tier 3, following written approval from the Department of Social Services. Tier 3 clients receive specialised and intensive HSP services.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide case management for newly arrived humanitarian settlement community.
- Prepare all relevant documents to assist with provision of initial foundational requirements.
- Develop and maintain positive workable relationships with key stakeholder.
- Enter data and documents in line with HSP contractual requirements in a professional and timely manner. This includes uploading documents of evidence and claiming for services provided within the designated time frame.
- Contribute to program development and team building initiatives.
- Contribute to peer support and collaboration.
- Provide logistical support to volunteers and students working in the HSP service.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. Credentials in Social Work, or other relevant tertiary qualification.
2. Demonstrated experience in a role that required effective case management and the development of case plans.
3. Experience in supporting newly arrived refugees and humanitarian entrants during their initial settlement in Australia.
4. Ability to manage challenging workloads and time frames in an open office environment.
5. Demonstrated experience meeting KPIs despite competing demands and time restrictions
6. High level skills in using web-based platforms and Microsoft tools.
7. Excellent people skills and communication skills with clients/partners/families.
8. Personal commitment to promoting equality, diversity, and human rights in all aspects of service delivery
9. Demonstrated ability to work as a member of a multidisciplinary team, whilst supporting volunteers and students.
10. A current employee Working with Children Check and Driver's Licence.
11. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Ability to communicate in other languages such as Thai, Po Karen, or Chin.
2. Have a moderate understanding of immigration and how it works.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Remain cognizant of the reporting and claiming time frames within the HSP contract and case management guidelines.
- Multitask case work that may include securing private rental and completing a range of documents.
- Participate in team meetings, supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner. Complete contractual reporting requirements on time in ACP3 and HSP portals.
- Participate in quality improvement activities such as desk top reviews and responding to late/overdue claim correspondence.
- When making referrals into SETS and exiting HSP clients, all private materials are either given back to the client, attached to referral for uploading to TRAK or destroyed.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.
- Complete all mandatory modules in KINEO, as they refresh each January.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing

people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging is available.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

