

POSITION DESCRIPTION

Portfolio: Settlement Support and Community Care (SSACC)
Position Title: Senior Case Manager HSP
Grade: 3.2
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 Senior Case Manager works collaboratively as part of the Humanitarian Settlement Program Team to provide high level case management, information and referral services to HSP clients. The Senior Case Manager also provides informal supervision and leadership with the care team to other case managers, client support workers and community guides in the team and identifies opportunities for service innovation.

The Senior Case Manager works closely with the Team Leader HSP.

Primary Duties and Responsibilities

- Provide intensive case management services to clients with complex needs, utilising a Strengths-Based Approach and ensuring adherence to service delivery timeframes and KPIs.
- Conduct comprehensive needs assessments and case management plans with clients to determine settlement services required to achieve settlement outcomes across a range of areas including health, mental health, community participation, accommodation, employment and family support.
- Maintain regular contact with clients to develop, implement, monitor and review case management plans and assess progress towards achieving settlement outcomes.
- Promote client participation in the Orientation Program, provide information to reinforce knowledge and assess the application of knowledge gained.
- Ensure all services are delivered within required timeframes and recorded within 5 days of service delivery.
- Accurately identify and manage risk in relation to clients and ensure client incidents are reported within required timeframes.
- Where relevant, accompany clients to employment appointments and assist them with implementing strategies to engage in employment pathways.
- Liaise with relevant funding body on matters relating to individual cases as required.
- Provide supervision, consultation and leadership to the care team including case managers, client support workers, community guides, housing workers and volunteers.
- Provide debriefing and support with managing client incidents to care team members as required.
- Develop and maintain relationships with key stakeholders and networks to enhance the effectiveness of the service delivery model and promote understanding and awareness of AMES Australia's services.
- Maintain accurate and up to date client records according to client file management procedures.
- Support the Service Delivery Team to provide quality, best practice and innovative services.
- Identify Service Delivery Team training needs, make recommendations, and participate in training delivery when required.

- In conjunction with the Team Leader HSP, identify and develop service innovation within the Humanitarian Settlement Program.
- Actively operate 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, Service Delivery Team, Team Leaders, Case Managers and other relevant AMES Australia staff
- External:** Key Stakeholders including local Community Groups, DHS, DSS, relevant Funding Bodies

Qualifications and Experience

- Mandatory:** Degree in Social Work, Psychology, Applied Social Services, Counselling or other relevant allied health field; OR
Diploma in Community Services (Case Management), AND at least 2 years' experience working from a case management model with vulnerable and complex cases
- Desirable:** Minimum 2 years' relevant experience in providing effective advanced or complex case management

Knowledge and Skills

- Effective interpersonal, cross cultural communication and client advocacy skills and the ability to liaise effectively with contractual partners, mainstream and settlement service providers as well as clients and their communities, and volunteers
- Demonstrated ability to undertake case management with clients with complex needs
- Demonstrated ability to support and mentor staff
- Sound understanding of current Commonwealth and State policies related to immigration, community detention, income support and other relevant social policies and demonstrated ability to respond flexibly to changing policy and program needs
- Demonstrated ability to work autonomously as well as collaboratively within multi-disciplinary teams to achieve/exceed key performance goals
- Demonstrated high level written communication, report writing, word processing, organisational and time management skills
- Demonstrated positive values of integrity, reliability, teamwork and professionalism consistent with the AMES Australia Vision and demonstrated commitment to performance management, quality and continuous improvement principles
- Proficiency with IT standard software such as MS Word, MS Excel, MS PowerPoint, and ability to use Internet and e-mail and other online products

Other Relevant Information

- Staffing Responsibilities - Nil
- Budget Responsibilities - Nil
- Proficiency in a relevant community language is desirable.
- Applicants must have the right to work in Australia.

- 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).
- Current Driver's Licence and access to own vehicle with comprehensive insurance for work 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 – 272511*

Employee Name: _____

Employee Signature: _____

Date: _____