

POSITION DESCRIPTION

Bicultural Case Worker (ARANAP) Client Services Team

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration, and other appropriate assistance to people from a refugee background, migrants, and other people of concern.

ARA promotes a holistic approach to the needs of people from a refugee background and sees the final goal of settlement as full participation in the social, economic, cultural, and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as well as the requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

- The Bicultural Case Worker reports to and works under the supervision of the Health & Wellbeing Team Leader.
- Case Workers work collaboratively with the coordinator of ARA's Drop-In Service, Client Service Team Leaders and Case Managers, to ensure clients receive timely and high quality settlement services.
- Direct reports:
 - Nil

2. ROLE SUMMARY

The Case Worker(Adelaide Refugee and New Arrival Program- ARANAP)) plays a vital role in providing support and assistance to refugees and recently arrived migrants. This position involves a range of responsibilities aimed at facilitating the successful integration and well-being of individuals within the community, including specific support to navigate Australia's health systems.

ARA's client service programs equip and empower refugees and recently arrived migrants to address their settlement needs, with a focus on improving social participation, economic wellbeing, independence, personal wellbeing, and community connectedness. Services include provision of settlement related information, advice, advocacy, and assistance to access mainstream and other relevant services.

Adelaide Refugee and New Arrival Program (ARANAP) is a joint initiative provided in collaboration with the Survivors of Trauma Assistance and Rehabilitation Service (STTARS). The project aims to support refugee and new arrival communities accessing appropriate and timely health care services. It connects individuals and communities to relevant healthcare services to enable positive engagement with the Australian health system.

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3. KEY RESPONSIBILITIES

The main responsibilities for this role include:

Case Work

- Conduct a health literacy assessment and develop a case plan using the Steps to Better Health tool.
- Provide health literacy services directly for individuals and in group settings, for eligible clients, including helping them access health and wellbeing information through digital platforms.
- Assist ARANAP clients in achieving their physical health goals by providing language and cultural support, and support to access health information online.
- Assist in organising and conducting group information sessions and community Health Expo.
- Monitor clients' progress and evaluate their experience with the program.
- Refer clients to appropriate settlement and specialised internal and external services when needed, provided clients' consent is obtained.
- Ensure confidential and accurate documentation of client case notes and files and adhere to requirements in relation to data collection.

Main tasks include:

- Engaging with clients on a regular basis to monitor progress, identify challenges, and provide ongoing guidance and support.
- Assisting clients in navigating complex bureaucratic processes related to accessing mainstream and other health and welfare systems.
- Offering crisis intervention when necessary, escalating immediate concerns or emergencies affecting clients' well-being.
- Participating in professional development activities to stay informed about relevant policies, procedures, and best practices in refugee services.

Stakeholder Engagement

- Attend meetings with other service providers as required.
- Develop and maintain positive relationships with relevant agencies, service providers and refugee and migrant communities.
- Participate in expos, forums, and conferences as appropriate and relevant to support and promote ARA services.

Reporting

- Provide regular updates to your line manager on service delivery in line with departmental and individual work plans.
- Report any significant issues or concerns to your Program Manager immediately.
- Provide accurate timesheets and mileage records for your manager's approval.

Other

- Participation in organisational team meetings and events.
- Other duties as requested by your manager, commensurate with the skills, experience and requirements of this Position Description.

4. SELECTION CRITERIA

Qualifications:

- A minimum of Certificate IV or Diploma in Community Services or other relevant qualifications and experience in a similar area.

Required skills:

- Strong understanding of the refugee or migrant settlement experience and cultural sensitivity.
- Excellent communication and interpersonal skills.
- Ability to work effectively with individuals from diverse backgrounds.
- Empathy and compassion for clients' needs and challenges.
- Case management and advocacy skills.
- Conflict resolution and problem-solving abilities.
- Knowledge of community resources and support services.
- Proficiency in relevant software and database management.
- Fluency in languages commonly spoken by refugees and migrants in Australia is highly desirable.

Required experience:

- Demonstrated success in providing client-centered services and culturally sensitive support.
- Experience working with trauma-affected individuals or vulnerable populations.
- Proven ability to manage caseloads and prioritize tasks efficiently.
- Experience in the field of health literacy or physical health services would be highly advantageous.

Personal Attributes:

- A desire to learn and develop is a key criteria for this role, including a willingness to work towards a Diploma in Financial Counselling.
- Strong ethical practices with a specific commitment to:
 - ARA's Code of Conduct and Service Standards;
 - Equal Opportunity and Anti-discrimination;
 - Social and cultural inclusion;
 - Confidentiality and privacy;
 - Work Health & Safety; and
 - Trauma informed and client-oriented service provision.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with ARA WH&S policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Ensuring own action or lack of action does not place own safety or that of others at risk.
- Maintenance of a safe working environment in all locations.

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6. SPECIAL CONDITIONS

- Must have evidence of Australian residency or right to work in Australia.
- Must have a current and valid Working With Children Check that shows you are able to work with children in South Australia.
- Must be able to demonstrate good character through provision of a satisfactory Criminal History Check (Police Check).
- Must have or be willing to obtain a Child Safe Environment training certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after hours work.

7. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____