

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Position Description

Position Title	Case Worker - MSP	Department	S&T Operations
Location	Flexible	Direct/Indirect Reports	Up to 10 volunteers
Reports to	Lead – MSP/Senior State Manager - Programs	Date Revised	May 2024
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Individual Contributor	Job Evaluation No:	HRC
Special Measures			

Position Summary

The position provides casework support to migrants in transition within a number of programs. They will provide individualised support to clients to identify strengths and needs and assist in setting and attaining identified goals. The position may work across multiple programs and/or functions of the case work service delivery. They will work with other agencies and organisations in a collaborative approach to source appropriate support for clients.

They will also contribute to co-design process and adapt and innovate ways of working in order to improve Red Cross's response to the needs of migrants in transition.

Please refer to the Migration Program Summary for further information.

Position Duties

Key responsibilities/accountabilities

- Provide quality casework support which identifies key client strengths, needs, resources available to meet those needs and the methods to assist the client to achieve meaningful change and self-agency.
- Provide case management and effective interagency collaboration.
- Conduct holistic assessments of complex client strengths and needs using the Strengths and Needs Assessment Framework (SANAF), and other risk assessments (this can include complex mental health and child protection risk assessments) and develop and implement appropriate case plans and safety planning.
- Maintain updated sector referral pathways for reference by Red Cross people
- Represent Red Cross in forums and networks, and advocate on behalf of clients to improve client opportunities and outcomes using the humanitarian diplomacy approach.
- Undertake On Call duties to respond effectively to client distress and emergency or crisis situations or to a new client referral.
- Participate in regular and ongoing supervision, development and critical debriefing and contribution to team.
- Actively contribute to a collaborative approach to continuous practice improvement.
- Ensure client records are accurate and up-to-date and adhere to policies and procedures – both administration and financial.

- Ensure programmatic and contractual compliance requirements are met through adherence to relevant policies and procedures and providing regular and ad hoc reports in line with reporting requirements.
- Provide remote case work to clients and support other team members case loads within the Case Work Operations team as required
- Actively engage in peer to peer support, supervision and learning opportunities
- Collaborate on strategic projects.
- Volunteer engagement and management.
- Actively contribute to a positive work environment culture.
- Perform other duties, tasks and activities associated with this role as reasonably required by Red Cross

Key relationships

- S& T Operations staff
- Nationwide Casework Ops Team
- Practice Team
- Sector Partners and agencies as referral points

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated analytical skills to make sense of complex and sometimes contradictory information to effectively solve problems
- Ability to build strong customer and client relationships and delivers customer-centric solutions. Take ownership and identify solutions rather than waiting for others to take the lead
- Achieve the best outcomes by bringing people together to work towards common goals (both internally and with external partners)
- Proven ability to provide high quality, specialist casework support and case management
- Demonstrated understanding of how to holistically assess complex client needs, including conducting risk assessments, and developing effective case plans and safety planning
- Proven ability to identify service gaps and manage complex cases within a context of competing priorities
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds who have experienced grief, loss, torture, and trauma and who experience ongoing safety risks
- A sound understanding of the social political issues and needs impacting migrants in transition (including people seeking asylum, trafficked people and people who have been forced into marriage).
- Application of knowledge, skills and experience in a variety of client practice approaches and frameworks
- Demonstrated effectiveness in contributing to interagency collaboration and ability to lead collaboration, advocate and network with internal and external stakeholders (who can include statutory and law enforcement agencies)
- Actively participates in reflective practice, supervision and demonstrates reflective casework principles
- Well-developed interpersonal and written communication skills
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.
- Ability to work in remote teams and actively engage in peer to peer support and learning
- Demonstrated understanding of the complex needs of children and young people is desirable

Key Organisational Capabilities

- Being Resilient and Adaptable
- Building Belonging
- Being Client/ Customer Focused
- Taking Accountability

Key Leadership Capabilities

- Managing and Developing our People
- Leading our Organisational Transformation/ Change
- Connecting Our People and Our Work with Organisational Purpose and Vision
- Managing our Resources Effectively and Sustainably

Experience

- Sound casework/ case management experience including holistic assessment of client needs and development of case plans.
- Experience in working with marginalised people in the community
- Experience in working competently with staff and clients from cultural and linguistically diverse backgrounds with respect and humility

Qualifications

- Tertiary qualifications or Diploma in Social Work or Social and Community Services with a minimum of 1 year post- graduate experience; or other relevant qualifications, skills and experience that demonstrate equivalence to this standard, including qualifications obtained outside of Australia that you can provide a certified copy of translated to English.

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	No
A clearance to work with vulnerable adults	Yes
Police check	Yes - every 3 years



National Disability Insurance Scheme (NDIS) check	No
Influenza Vaccination	No

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.