

ADRA Australia Limited

Uplift Community Centre Caseworker – Logan

Commitment: Part-time (24 hours per week)

Contract End Date: 11 October 2027

Location: 31 Station Road, Logan, Central Queensland 4114



About the role

ADRA Australia is seeking a passionate and experienced **Uplift Caseworker** to join the team at the **ADRA Logan Community Centre** on a part-time basis.

The Uplift Caseworker plays a central role in the delivery of **Uplift**, ADRA Logan's workplace skills mentoring program. The role provides individualised case management and practical support to participants facing barriers to employment, education, and community participation. Working closely with participants, mentors, employers, training providers, and support services, the Caseworker helps individuals identify goals, address challenges, build confidence, and progress towards sustainable employment outcomes.

The role is responsible for conducting participant assessments, developing support plans, coordinating referrals, facilitating access to specialist services, and monitoring participant progress throughout the program. The Caseworker works collaboratively with the Senior Counsellor and broader Uplift team to ensure participants receive holistic support that addresses both practical and personal barriers to success.

The Uplift Caseworker will maintain accurate records, prepare reports, contribute to program evaluation activities, and support the ongoing development and improvement of the Uplift program. The position requires a strong commitment to participant wellbeing, effective stakeholder engagement, and the delivery of high-quality, person-centred services.

It is expected that the Uplift Caseworker will demonstrate and promote professionalism, integrity, compassion, cultural sensitivity, teamwork, and respect for the dignity and independence of all participants. The successful applicant will be committed to upholding ADRA Australia's values and mission and contributing positively to the culture of the ADRA Logan Community Centre.

The successful candidate will be passionate about empowering individuals experiencing disadvantage and will possess the ability to build trusting relationships, navigate complex support needs, and create pathways that enable participants to achieve greater independence, confidence, and employment readiness.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 118 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the Uplift Program

Uplift is a workplace skills mentoring program delivered by the **ADRA Logan Community Centre**. The program supports individuals experiencing barriers to employment by providing mentoring, workplace skills development, wellbeing support, community connections, and practical work experience opportunities. Through a person-centred and strengths-based approach, Uplift seeks to empower participants to build confidence, develop transferable skills, improve wellbeing, and achieve long-term employment and social participation outcomes.

Selection Criteria

Essential

1. **Relevant tertiary qualification** in Social Work, Community Services, Human Services or a related discipline.
2. **Demonstrated experience** in case management, client support, community services or a similar role supporting vulnerable individuals.
3. **Experience conducting client assessments** and developing individualised support or goal plans.
4. **Ability to identify** and address barriers to participation, education, training and employment through practical and person-centred support.
5. **Knowledge of community services, referral pathways and support networks**, with the ability to coordinate wraparound services for participants.
6. **Excellent interpersonal and communication skills**, with the ability to build positive relationships with participants, mentors, volunteers, service providers and other stakeholders.
7. **Strong organisational and administrative skills**, including the ability to maintain accurate records, case notes, reports and client documentation.
8. **Demonstrated ability to work collaboratively within a multidisciplinary team**, contributing to case conferences, participant outcomes and continuous improvement initiatives.
9. **Understanding of confidentiality, privacy, professional boundaries and ethical practice** within a community services environment.
10. **Commitment to ADRA Australia's values, mission and client-centred approach**, with a passion for supporting individuals to achieve greater independence, wellbeing and employment outcomes

Desirable Criteria

1. Experience working with individuals facing barriers to employment, including long-term unemployment, social isolation, low confidence, trauma or other complex life circumstances.
2. Experience working within employment, mentoring, youth, community development or workforce participation programs.
3. Current Queensland Driver Licence and the ability to travel locally to support participants, services and community partnerships.

Key Competencies

- **Working with People** – Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others, and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Adhering to Principles and Values** - Believes in strong principles; upholds ADRA's values; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- **Relating and Networking** – Establishes good relationships with colleagues; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; Uses humour appropriately to enhance relationships with others.

- **Writing and Reporting** – Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.
- **Planning and Organising** - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
- **Delivering Results and Meeting Individuals' Expectations** – Focuses on individual's needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your letter and resume, along with the names of three work-related referees to: hr@adra.org.au.

If you have questions or need further information, please contact: Kuren Galant, ADRA Australia, Phone +61 2 9473 9503 or email hr@adra.org.au .

ADRA Australia is an Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion.

(Job Description following)



Position Title:	Uplift Caseworker
Department:	ADRA Community Centre (Logan)
Reports To:	Centre Manager - ADRA Community Centre Logan

Full / Part Time:	Part-time (24hours per week) 12-month Contract
Revised Date:	30 September 2026

Purpose of Position: A basic statement that describes the intent of the position.

Uplift is ADRA Logan's new workplace skills mentoring program. The role of the Uplift Caseworker is to provide individualised support to participants throughout each 10-week program, from initial assessment, mentor matching and work experience allocation through to regular check-ins, coordination of wraparound supports and transition towards further education, training or employment. The Caseworker will also contribute to teamwork at the community centre, including referral pathways, reporting and community engagement related to the program.

Behavioural Expectations: Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia/New Zealand Code of Conduct and related policies. It is expected that the Caseworker will demonstrate and promote confidentiality, punctuality, social justice, client independence, compassion, teamwork, commitment, creativity, openness, forgiveness, integrity, honesty and transparency.

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

The Caseworker will have tertiary qualifications in social work, community services, human services or a related discipline, with experience in field-based client support or case management. The role requires competence in case management, client assessment, problem solving, interpersonal relationships, communication and organisational ability, together with a collaborative, flexible, innovative and analytical approach.
ADRA Competency Framework: 2.1 Working with People, 2.2 Adhering to Principles and Values, 3.1 Relating and Networking, 4.1 Writing and Reporting, 6.1 Planning and Organising, 6.2 Delivering Results and Meeting Individuals' Expectations

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility	Actions / Tasks / Objectives	Measures of Success / KPI's
Groupings or areas of responsibility	What has to get done in this area	How job performance will be measured
CASE MANAGEMENT	- Conduct an initial assessment with each participant to identify strengths, interests, barriers to employment and areas for personal development, and develop an individual goal plan. - Match participants with suitable mentors and allocate them to practical work experience areas aligned with their interests and abilities (op shop, food pantry, food production, administration and logistics/deliveries), in consultation with the Uplift Project Officer. - Conduct regular check-ins throughout the 10-week program to monitor wellbeing, engagement and progress against goals, including discussion of training content, workplace experiences, mentor relationships and emerging support needs. - Support participants to complete the program and plan their transition	100% of participants complete an initial assessment and have a documented goal plan by the end of the first week of the program. 100% of participants are matched with a mentor and allocated to a work experience area before placement begins, with at least 80% reporting in feedback that their placement suits their interests. - Each participant has a check-in at least fortnightly, with progress recorded and emerging concerns actioned or escalated within 2 business days. - At least 80% of participants complete the program, and at least 50% move into further education, training or employment.

WRAPAROUND SUPPORT & REFERRALS	• Work closely with participants to identify and address barriers that may impact successful program completion. • Coordinate wraparound supports, including referrals to the program counsellor, transport assistance and connections to external services. • Liaise with relevant stakeholders where appropriate, and maintain interagency communication and referral pathways.	• Identified barriers are recorded in the participant's plan, with a support action agreed within 5 business days. • Referrals and supports are arranged within 2 business days of a need being identified, with follow-up recorded within 10 business days. • Participant consent is recorded before any stakeholder contact, and a minimum of two interagency meetings are attended annually.
DOCUMENTATION & REPORTING	• Maintain accurate client records, case notes, reports and client communication. • Assist in the preparation and reporting of centre data, including casework data for Uplift program reporting, and participate in continuous service improvement.	• Case notes are completed within 2 business days of each client contact, and file audits show full compliance with record-keeping and privacy requirements. • Casework data is provided to the Centre Management and Uplift Project Officer by agreed monthly deadlines, and at least one improvement suggestion is contributed each program cycle.
TEAMWORK & CENTRE SUPPORT	• Work with the Centre Management to support staff morale and the ethos of the centre, including supporting students and volunteers involved in service delivery. • Contribute to case conferences, training and team meetings. • Support centre fundraising and community engagement activities, contribute de-identified success stories, and undertake other duties within the scope of the role as assigned by the Centre Manager.	• Staff and volunteer feedback indicates at least 80% feel supported and valued, and students and volunteers receive an induction before commencing. • Scheduled case conferences and team meetings are attended, and all required training is completed. • At least one de-identified success story, with client consent, is contributed each program cycle, and performance appraisal identifies willingness to assist with broader centre activities.

Remuneration: *The award classification and pay scale for this position.*

Remuneration will be based on the Social, Community, Home Care and Disability Services Industry Award 2010 (MA000100), Social and Community Services Employee Level 4, Pay Point 1, or higher depending on qualifications and experience, using current minimum award rates as adjusted by Fair Work annual wage reviews. Any school-term work arrangements must remain compliant with minimum award entitlements and the National Employment Standards.

Employee Signature:		Supervisor(s) Signature(s):		Date: / /
Print Employee Name:		Print Supervisor Name:		