



POSITION DESCRIPTION

Title:	Case Manager, Humanitarian Settlement Program (HSP)
Division:	East Victoria
Location:	Wodonga
Employment Type:	Full time contract role until 31 st December 2021
Reports to:	Senior Case Manager / Team Leader - HSP

ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE

The Case Manager HSP works collaboratively with the Humanitarian Settlement Program team, clients and relevant stakeholders to provide holistic, strengths-based case management, information and referral services. The Case Manager HSP coordinates the implementation of the case management plan and plays a vital role in ensuring that clients have access to all required services to achieve suitable settlement outcomes.

SCOPE

Budget: *nil*

People: *nil*

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Relationships:

Internal:

- Team Leader / Senior Case Manager
- Service delivery team
- Programs Manager
- Other relevant Uniting staff

External:

- Key Stakeholders including local Community Groups, DHHS, relevant funding bodies
- AMES Australia

KEY RESPONSIBILITY AREAS

Service delivery

- Conduct accurate and appropriate assessments of individual strengths, needs and goals to determine 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.
- Accompany clients to employment appointments and assist them with implementing strategies to engage in employment pathways.
- Provide support, guidance and supervision to Client Support Workers, Community Guides and volunteers including situational de-briefing where required.
- Coordinate service delivery with key stakeholders for all family members.
- Provide ongoing support to clients with specific requirements through generalist counselling, advocacy and referral.
- Identify clients with complex needs and make recommendations for Tier 3 where relevant.
- Ensure contractual requirements are met during the exit procedures by assessing client outcomes, identifying any outstanding risks and implementing strategies to mitigate them.
- Develop and maintain relationships with key stakeholders to enhance the effectiveness of the service delivery model and promote understanding and awareness of Uniting services; raise awareness and advocate on issues affecting clients.
- Actively operate in a manner that improves the customer experience
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.

Quality and risk

- Accurately identify and manage risk in relation to clients and ensure client incidents are reported within required timeframes.
- Participate in regular supervision, annual appraisal and performance development sessions in order to meet organisational and professional quality standards and development goals of the HSP program.

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Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria and Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting’s values and professional standards of behavior.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to General Manager People and Culture.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

PERFORMANCE INDICATORS

Reporting

- Complete all reporting requirements in an accurate and timely manner
- Ensure all services are documented and reported within five business days of service delivery

Quality and Risk

- Manage all records according to record management procedures and ensure timely completion and reporting of service delivery as per contract requirements (KPIs)
- Ensure compliance with relevant legislation, regulations and contractual requirements and that all duties are undertaken within an effective risk management framework

PERSON SPECIFICATION

Qualifications

- Minimum Diploma in Community Services (Case Management) or related field OR Degree in Applied Sciences (Community Services) or related field; and
- Minimum of 2 years’ experience in case management with the human service sector

Experience

- Experience in providing effective case management to clients from CALD background in the areas of settlement, community detention, asylum seeker programs, community health or related area in the context of new and emerging refugee communities.
- Demonstrated ability to apply the Strengths Based Model in practice with clients.
- Excellent time management skills and experience meeting KPIs and reporting requirements.

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- Sound understanding of current Commonwealth and State policies related to immigration, settlement, asylum seekers, income support and other relevant social policies and demonstrated ability to respond flexibly to changing policy and program needs.
- Demonstrated experience in working autonomously as well as collaboratively within multi-disciplinary teams to achieve/exceed key performance goals.
- Proficiency with IT standard software such as MS Word, MS Excel, MS PowerPoint, and ability to use Internet and e-mail.
- Working knowledge of policies and referral protocols relating to high use settlement services; specialist operational knowledge or experience in one or more service areas such as community health, housing and tenancy, income issues, immigration, youth services highly desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- **Communication Skills:** Effective interpersonal, cross cultural communication and client advocacy skills along with excellent written communication, report writing and word processing skills.
- **Stakeholder Management Skills:** Ability to establish and maintain effective working partnerships with internal and external stakeholders including mainstream and settlement service providers as well as clients and their communities.
- **Organisational Skills:** Proven ability to meet key performance requirements and manage own workload efficiently including well-developed time management, planning, and organisational skills.
- **Attention to detail:** High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.

This position description is subject to review and may change in accordance with Uniting’s operational, service and customer requirements.

Employee Name:		Manager Name:	
Date:		Title:	
Signature:		Date:	

Employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid, unpaid work or participation in any service or undertaking.