

Position Description

Title:

Multicultural Case Worker

Supervisor: Reporting to

Team Leader SETS

Positions reporting to this one:

NA

Position Purpose:

Position Purpose:

The aim of the Settlement Engagement Transition Support (SETS) program (funded by the Department of Home Affairs) is to equip and empower humanitarian entrants, other eligible permanent migrants and their communities to address their settlement needs, in order to improve social participation, economic well-being, independence, personal well-being and community connectedness.

The Settlement Caseworker will work as part of the Settlement Engagement and Transition Support (SETS) team to assist in the delivery of all SETS programs. The function of the role is to work as part of a team in supporting clients to become self-reliant, independent and be able to participate in the broader community in the Albury /Wodonga region. This will be achieved through casework, support, referral to mainstream service providers, information sessions and workshops.

Works with:

- Albury Wodonga Volunteer Resource Bureau staff
- SETS team
- Participants in Settlement Services Programs
- Cultural groups within the community
- Volunteers
- Not for profit community-based organisations
- Local, State, Federal and other external stakeholders as required

Required hours:

18hr P/W position (3 x6 hour days)

Conditions of Employment:

This is a permanent part time position under the Modern Award Social Community Home Care and Disability Services Award. Award level negotiated as per qualification and experience

Level 3 Pay point 3.1 \$32.54 ph

Duties and Key Responsibilities:

1. Human Resource Management

Support and motivate talented and enthusiastic volunteers as part of the Settlement Services program area. Develop an overall awareness of personnel policies and procedures that relate to role and conform to current laws and regulations.

2. Planning

Work within all AWVRB systems, seek support and clarification from team members and supervisor when required. Work towards all AWVRB process and structures. Attend monthly team meetings and SETS team meetings fortnightly, providing reports when required

3. Financial and physical resources & risk management

Ensure appropriate use of AWVRB assets such as, computer equipment and exercise financial responsibilities as required

Develop awareness the risk management strategies determined by the Operations Manager (OM). Work with the WHS officer to prevent and deal with perceived risks. Work within the current risk management processes and monitor any/all risks and report progress as per agreed measures.

4. Providing a link between the OM and the business

Support the management of all programs in relation to quality assurance. Offer support with the engagement and training of volunteers for the Settlement Services program area.

Work within existing programs and report to the Team Leader SETS of their effectiveness. Work on creating strategies to improve productivity and efficiency to ensure the SETS programs are running effectively. Meet regularly as part of the team to discuss program delivery.

5. Representing the organisation

Consistently present the organisation and its mission, programs, products and services in strong, positive images to relevant stakeholders and the general public.

Network and build strong relationships with relevant community groups and other agencies to promote and represent client needs through participation at interagency, advisory and consultative forums including the Multicultural Interagency Network (MIN) a key forum for information sharing.

6. Setting standards

Demonstrate the standards in all activities for the organisation. Model the behaviours of the organisation by setting a good example with ethical behaviour, loyalty, commitment and efficiency.

7. Articulating the vision

Enable business processes to deliver the vision of the organisation by articulating and demonstrating the vision into policies and best practice. Communicate this and embed within the programs

8. Reporting Responsibilities

Contribute to and provide any relevant reports with the SETS team. Complete AWVRB reports as required. Upload data entry into the Client Management System. Monthly reports to be provided to the Team Leader.

Duties required under this role include:

- Low-medium level intensity case work with regards to housing (gas, electricity and water bills etc)
- Low level housing issues- reports from property managers etc
- Housing applications
- Form completion from Centrelink
- Banking and finance issues
- Attend Albury and Wodonga TAFE one day a week (half day)
- Refer further complex issues and cases to Senior Case Manager
- Using Client Management System
- Community development – Organising information sessions, workshops as per activity work plan

Personal Skills:

- Well-developed problem-solving skills
- Competent planning and organisational skills
- Be able to communicate effectively
- Ability to make decisions and seek support when required
- Able to work within a team
- Sound negotiation and conflict management skills
- Adapt and be resilient to stress
- Ability to perform a wide range of duties
- Competent IT skills

Qualifications:

Essential

- Diploma level or higher in community services or similar industry or;
- Demonstrated experience working in the Albury Wodonga community sector
- Demonstrated experience in working with people from vulnerable backgrounds
- Hold current Class C driver's license and be willing to undertake travel as required, have own transport.
- Undertake a National Police Check and Working with Children's Check NSW & Victorian

Desirable

- Worked with clients/people from CALD backgrounds

Employee's Signature:

Date:

Print Name:

Operations Manager Signature

Date:

General Manager Signature

Date:

Print Name:

Date Developed: 08/03/2022	Signed:
Date Reviewed 08/12/2022	Signed