

POSITION DESCRIPTION

Case Worker – ARANAP and CSP
FAMILY SAFETY & SETTLEMENT SERVICES

Title	Case Worker
Team	Family Safety Program and Community Support Program
Agreement Coverage	SCHADS Award
Working hours	Part-time – 60.8
Level/ grade	2.1-2.4
Location	Salisbury

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

ARA promotes a holistic approach to the needs of refugees 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 a whole as well as the particular requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

Role Reports to:	Community Development Coordinator and Supervisor Case Management
Direct Report	N/A
Coordination/ Collaboration	Collaboration with the Family Safety programs, Settlement Services and other ARA staff.

2. KEY RESPONSIBILITIES

Australian Refugee Association 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 in order to enable positive engagement with the Australian health system.

Community Support Program(CSP): ARA is an Approved Proposing Organisation (APO) under the Australian Department of Home Affairs' Community Support Program (CSP). ARA collaborates with Australian supporters willing to help refugees settle in Australia and provide them with a warm welcome. ARA also ensures that these refugees have access to all the necessary resources to adjust to their new environment.

Service Delivery- Casework

ARANAP

- Conduct a health literacy assessment and develop a case plan using the Steps to Better Health tool.

POSITION DESCRIPTION

- Provision of direct individual and group health literacy services, including digital health literacy, to clients of ARANAP.
- Assist ARANAP clients in achieving their physical health goals by providing language and cultural support.
- Assist in organising and conducting group information sessions and community Health Expo.
- Monitor clients' progress and evaluate their experience with the program.

Community Support Program (CSP):

- Collaborate with the Australian Supporter to provide settlement support upon arrival, including advocacy, information, referrals, and support.
- Before the arrival of the CSP client in Australia, conduct the Settlement Checklist with the Australian Sponsor.
- Use the Incident Reporting guidelines template appropriately and become familiar with which incidents require reporting.
- Attend the quarterly meeting with the Migration team and the CSP Settlement team.
- Complete the ARA CSP Case Management Plan and DHA reporting requirements per the CSP guidelines.

Both programs require:

- 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.
- Maintain the confidentiality of client information as required by ARA's Policy.
- Promptly notify both your line manager and program manager of any client incidents.
- Seek approvals for program or client-related expenses as per ARA's guidelines.
- Maintain and contribute to a healthy and productive work culture.
- Participate in quality improvement programs and activities to meet Contractual and Service Excellence Standards and requirements.

Stakeholder Engagement

- Attend meetings with other service providers when requested/needed.
- Develop mutually respectful relationships with external service providers, agencies and communities to achieve better client outcomes and use these opportunities to promote ARA services.
- Participate in appropriate and relevant expos and forums to promote ARA services when requested.
- Participate in internal team and staff meetings to share information, knowledge, and new opportunities.

General Conduct

- Provide services in accordance with organisational policies, procedures and service models.
- Work closely and collaboratively with other staff and volunteers as appropriate.
- Keep accurate and timely records of services and case notes, including incident reports, support and advocacy letters and comprehensive reports as required.
- Take responsibility for own time management, planning and organisation of work.
- Seek continuous improvement to ensure services are provided efficiently and effectively.
- Maintain confidentiality and privacy of client information.

POSITION DESCRIPTION

- Ensure services are culturally sensitive and appropriate.

Reporting

- Provide regular updates to the line manager/s on service delivery in line with performance targets.
- Notify the line manager/s of potential business opportunities arising from stakeholder engagement.
- Prepare reports in accordance with specified timeframes, service performance targets and expected project outcomes for the line manager and Program Manager's authorisation
- Report any significant issues or concerns immediately to the line manager and Program Manager.
- Provide accurate timesheets and mileage records for the line manager's approval.

3. PERSONAL CRITERIA

Qualifications:

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

Experience & Knowledge:

- Experience working with people from various cultural backgrounds in casework/ case management capacity needs assessment, case plans, and referral pathway development.
- Demonstrated empathy and experience in responding to and working with client diversity and vulnerable people.
- Good level of written and verbal communication skills.
- Awareness of the social and economic environment affecting refugees and migrant communities.
- Proficiency in Microsoft software programs, attention to detail, and IT literacy skills.
- Knowledge and experience in physical health literacy and health service navigation
- Experience in establishing and maintaining internal and external relationships and partnerships.
- Ability to maintain a high degree of confidentiality, integrity and honesty.

Personal Capabilities:

- Ability to apply client assessment and case management knowledge to achieve good outcomes.
- Ability to write case management plans and reports.
- Good level of written and verbal communication skills
- Ability to provide liaison, support and connection to specialist services to meet the needs of clients.
- Ability to manage own time, set priorities, plan and organise work.
- Ability to deliver outcomes in accordance with ARA policies and funding requirements.
- Effective 'lateral thinking' problem-solving and decision-making.
- Ability to work in cooperation and consultation as a member of a team.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client-oriented service provision;
 - Child Protection.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.

POSITION DESCRIPTION

- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- 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.
- Must hold a current Australian Driver's licence
- Fluent in Dari or Hazaragi

6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____