
POSITION DESCRIPTION

MANAGER – SETTLEMENT SERVICES CLIENT SERVICES

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

- Reports to the Senior Program Manager – Client Services.
- Works closely with all Client Services Managers and Team Leaders.
- Collaborates with other service providers and sector partners.
- Direct reports include:
 - Community Programs Coordinator
 - Youth and Digital Literacy Coordinator
 - Youth & Community Engagement Officer
 - Cultural Awareness Training Officer
 - Supervisor – Case Management and Intake
 - Case Managers
- Indirect reports: Volunteer Engagement Officer; Cultural Support Group Facilitators, Youth Services Support Officers, Project Officer – Digital Literacy, Bi-cultural Case Workers.

2. KEY RESPONSIBILITIES

The Manager – Client Support Services is responsible for the ongoing management of the Youth and Social Engagement Team and Client Support Team. This role also involves the provision of specialised and/or complex case management for young people of a refugee background.

Leadership and Management

- Contribute to the overall management of the organisation through participation in the development and achievement of organisational goals.
- Contribute to the development of new ARA service opportunities.
- Contribute to the smooth running of business operations and exhibit problem solving abilities to overcome challenges and difficulties.

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- Support Senior Program Manager with continuous improvement in services and organisational performance.
- Manage the performance of Settlement Services staff through regular effective communication and ensure performance appraisal processes are undertaken at prescribed intervals.
- Oversee the effective time management of Youth and Social Engagement and Client Support Teams to meet agreed Client Services performance targets.
- Provide leadership, quality advice and support to team members, including staff, volunteers and students on placement.
- Provide staff with ongoing professional development support through direct supervision, regular appraisals and training.
- Maintain a thorough overview of each team member's casework/project development and provide support and consultation to staff.
- Motivate team members to achieve successful outcomes and overcome challenges or difficulties.
- Develop an effective and harmonious team environment.
- Exercise judgement and make decisions in accordance with the organisation's policies and goals.
- In consultation with the Senior Program Manager, oversee the recruitment of new staff and volunteers into the programs.
- Ensure all new staff, volunteers and students on placement receive appropriate orientation and induction on all programs, policies and procedures.

Program Development and Planning

- Development of the following programs:
 - Client Support
 - Youth Services;
 - Social Engagement;
 - Cultural Support;
 - Community Capacity building programs including homework clubs, wellbeing programs, youth leadership camps, holiday activities, community group training and the expansion of social support programs.
- Develop and implement new initiatives which meet the needs of young people and adults from a refugee background

Program Delivery

- Oversee the delivery of the following programs:
 - Client Support
 - Youth Services;
 - Social Engagement;
 - Cultural Support;

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- Community Capacity building programs including homework clubs, wellbeing programs, youth leadership camps, holiday activities, community group training and the expansion of social support programs.
- Oversee the delivery of the Youth Ambassadors Program.
- Oversee the delivery of the Cultural Support Program.
- Ensure the above programs achieve agreed performance indicators and service performance targets.
- Ensure the above programs income and expenditure is in line with the annual budget through liaising with Program Managers.
- Take responsibility for time management, planning and organisation of own work as well as the Client Support and Youth and Social Engagement team as a whole.
- Ensure services are culturally sensitive and appropriate.
- Attend meetings with mainstream service providers and relevant settlement services.

Case Management Development

- Work closely with the Manager – Health and Family and Supervisor – Case Management and Intake to ensure staff are supported to deliver effective case management support.
- Support staff to identify clients who present with specialised or complex needs.
- Oversee the development of thorough and appropriate case management plans to meet the needs of the client as well as funding service requirements.
- Collaboration with ARA staff to ensure the case management plan is effectively implemented.
- Ensure staff are reporting against case management plans.
- Oversee implementation of referral pathways to services according to the needs of the client (both internal and external).
- Ensure implementation of internal referrals for relevant programs in accordance with established procedures.

General Conduct

- Ensure confidentiality and privacy of client information and ARA data.
- Employment of effective internal communications.
- Make internal referrals for relevant programs in accordance with established procedures.
- Ensure implementation of ARA's policies and procedures and 'Best Practice' methods to maintain a high standard of service.
- Increase awareness of the issues faced by refugees when settling in a new country and advocate on their behalf.
- Work closely with Youth and Social Engagement and client Support Team to ensure Client Service programs are promoted to the refugee and migrant communities.

Stakeholder Engagement

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- Engage with stakeholders for the purpose of seeking new opportunities, promoting existing ARA programs, growing and expanding current programs, developing partnerships, improving service delivery and the utilisation of resources.
- Stakeholders include:
 - funding bodies (Dept. of Social Services & Dept. of Home Affairs);
 - Government Departments or agencies;
 - external service providers;
 - partnering organisations (education sector, employer groups);
 - community organisations;
 - internal ARA staff.
- Participate in forums, expos and conferences and attend meetings to develop mutually respectful and effective working relationships to achieve the above.
- Oversee the consultations with young people, parents, families, community leaders/elders, schools and organisations regarding the employment, educational and language needs of people; needs of isolated clients and recent arrivals; and the development needs of emerging communities.

Reporting

- Provide quarterly reports to the Senior program Manager in the areas of:
 - project/program development for Youth Services, Social Engagement and Cultural Support; Client Support
 - service performance targets;
 - budget variance (in liaison with Corporate Services Manager);
 - stakeholder engagement;
 - government agency reports.
- Report to funding bodies in accordance with specified timeframes, service performance targets, project outcomes and in alignment with National Privacy Principles and scrupulous management of notes and files. Requires Senior Manager Client Services' authorisation.
- Report to relevant Government Departments regarding client or program issues. Requires Senior Manager Client Services' notification.
- Provide accurate timesheets and mileage records for Senior Program Manager approval.

3. PERSONAL CRITERIA

Qualifications

- A tertiary degree in Social Work is a prerequisite.
- Current Australian Driver's licence.

Experience & Knowledge

- Experience in preparing grant submissions, managing community service projects and reporting on grant funding.
- Experience with public speaking and group facilitation.
- Experience in leading and performance managing staff.

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- Experience in successfully delivering programs which achieve service performance targets.
- Experience in developing and maintaining inter-agency partnerships.
- Experience working within a multicultural service environment.
- Experience in providing client focused services.
- Experience in development and implementation of grant funded programs in line with service agreements.
- Experience using Microsoft applications and database systems.
- Knowledge of government policies and contemporary service delivery models as related to community service projects.
- Knowledge of contemporary human resource management principles and processes.
- Knowledge of refugee needs and South Australian settlement services and projects.
- Knowledge and understanding of culturally and linguistically diverse communities.
- Knowledge of the learning and employment needs of people from refugee backgrounds.
- Knowledge of current issues faced by people particularly in the areas of education, language, career planning and employment.
- Awareness of the social and economic environment affecting clients from new and emerging communities.

Personal Capabilities

- Ability to positively contribute to the leadership and management of the organisation.
- High degree of management, analytical, problem solving and decision making skills.
- Demonstrated ability to effectively manage human and financial resources to meet the targeted productivity and service outcomes.
- Ability to work in cooperation and consultation with other ARA staff members as well as external providers, partner organisations and funding bodies.
- Ability to effectively manage a diverse team and conduct formal and informal management processes.
- High level of written and verbal communication skills including the ability to liaise, negotiate and advocate.
- Ability to identify and develop new service initiatives and manage a range of services that address employment, education and language the needs of people from refugee background.
- Ability to work autonomously to meet deadlines and display flexibility in response to changing circumstances and priorities.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client-oriented service provision.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.

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- 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 hold a current driver's licence.
- 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.

6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____