
POSITION DESCRIPTION

PROJECT OFFICER – COMMUNITY SERVICES SUPPORT PROGRAM (CSSP) HEALTH & FAMILY SAFETY

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 Team Leader – Family Safety.
- Accountable to the Health and Family Safety Manager.
- Works closely with case managers.
- Collaborates with other Client Service team members and management.
- Collaborates with external agencies and network partners.

2. KEY RESPONSIBILITIES

The Community Services Support Program (CSSP) Project Officer is responsible for developing, coordinating and implementing the program. This role involves case management coordination and the provision of high level advice and education concerning child safety (child protection), family relationships and domestic violence.

Program Development & Delivery

- Develop and plan the Community Services Support Program through the identification of client needs.
- Deliver Community Engagement Program for people from CALD background including the facilitation of group parenting sessions.
- Promote the programs.
- Coordinate the delivery of the programs including volunteers and/or students on placement.
- Manage the resources for the programs.
- Oversee the Welfare Health & Safety elements of the programs.

Case Management Coordination

- Manage intake and assessment.
- Triage risks involved and undertake crisis intervention.
- Provide referrals and co-ordinate services involved.

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- Formulate case management plans.
- Complete case notes.
- Organise and facilitate case conferences.
- Follow up case plan objectives.
- Undertake mandatory reporting.
- Ensure funding reports meet requirements.
- Communicate between services (calling, emails, letters).
- Collect feedback from clients regarding program outcomes.
- Maintain databases of relevant program requirements (attendance sheets, current and closed client files, funding dates).
- Maintain relevant information.

Advice & Education

- Provide high level advice on matters related to domestic violence and or/relationship breakdown.
- Advise relevant agencies on appropriate advocacy for CALD clientele.
- Educate clients on settlement services and Australian laws concerning child protection.
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Stakeholder Engagement

- Network through meetings and ongoing connection with schools and other service providers.
- Establish connection with Community leaders.
- Develop and coordinate partnerships to support delivery of the program.
- Participate in expos, forums and conferences as appropriate and relevant to promote ARA services.
- Participate in internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.

General Conduct

- Employ effective internal communications, keeping others up-to-date on client needs and related trends.
- Provide services in accordance with organisational policies, procedures and service models.
- Assist senior management staff with special projects as requested.
- Work closely and collaboratively with other staff and volunteers as appropriate.
- Keep accurate and timely records of services and case notes.
- 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.
- Ensure services are culturally sensitive and appropriate.

Reporting

- Provide regular updates to the Team Leader on program development and/or service delivery in line with performance targets.

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- Notify the Team Leader of potential business opportunities arising from stakeholder engagement.
- Prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes for Team Leader / Senior Manager Client Services' authorisation.
- Prepare reports related to client or program issues for Team Leader / Senior Manager Client Services' authorisation.
- Provide accurate timesheets and mileage records for Team Leader approval.
- Report any significant issues or concerns to the Team Leader immediately.

3. PERSONAL CRITERIA

Qualifications:

- A relevant tertiary degree is a prerequisite unless the equivalent knowledge has been attained through lesser qualifications and/or significant experience gained from previous appointments.
- Current Australian Driver's licence.

Experience & Knowledge:

- Experience in the development and implementation of settlement services, family wellbeing services and casework services.
- Experience in crisis intervention - triage and delivery.
- Experience with coordination of case management.
- High level knowledge and expertise in 'Best Practice' related to CALD Specific Family and Domestic Violence disclosures; education of cycle of abuse; and mandated requirements around child welfare.
- Knowledge of 'Best Practice' with regards to youth and child focused service delivery.
- Knowledge of 'Strengths Perspective' theory and practice.
- Experience with establishing and maintaining internal and external relationships.
- Experience with developing and maintaining inter-agency partnerships.
- Experience working with volunteers and clients from a variety of backgrounds.
- Experience with preparing written reports.
- Experience with public speaking and meeting facilitation.
- Experience working within a multicultural service environment.
- IT literacy and proficiency in Microsoft suite of software programs.
- Knowledge of current SA settlement services and projects relevant to refugees.
- Knowledge related to the needs of people from a refugee background.
- Awareness of government policies and contemporary service models relevant to community services.

Personal Capabilities:

- High level interpersonal skills.
- 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.

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- Ability to exercise judgement and initiative in the establishment of new procedures to ensure requirements are met.
- Ability to handle difficult conversations and situations.
- Ability to assess client needs and employ case management principles and practices to achieve good outcomes.
- 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 Safe Environment.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- 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: _____