

## EMPLOYMENT CASE WORKER COMMUNITY PROGRAMS

The Australian Refugee Association (ARA) is a community-based South Australian organisation that provides settlement support for people of refugee and migrant backgrounds. ARA's programs offer support in the areas of settlement, migration, employment, education, accommodation, health and family wellbeing in addition to mentoring new and emerging communities.

The Australian Refugee Association 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 directly to the Community Programs Coordinator (Supervisor).
- Accountable to the Community Programs Manager.
- Works closely with ARA Case Managers and others within the Employment Team.

### 2. KEY RESPONSIBILITIES

The Employment Case Worker provides employment assistance to eligible clients by supporting them to identify and obtain meaningful employment opportunities through ARA's Employment Pathways Program.

#### Program Development and Delivery

- Assist with the identification and recruitment of eligible clients to ARA's Employment Pathways Program.
- Conduct initial employment assessment with clients and produce action plans including goals for employment outcomes.
- Meet with clients on a regular basis to engage, motivate, assess progress, and provide advice and referrals to suitable employment-related activities.
- Participate in Employment related workshops as requested

#### Case Work

- Assist in the development and implementation of thorough and appropriate case management plans which address the employment needs of clients.
- Provision of direct casework support for clients of a refugee background, including information, advocacy, referrals and practical assistance.
- Collaboration with ARA staff to ensure the case management plan is effectively implemented.

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## POSITION DESCRIPTION

### General Conduct

- Use effective internal communications.
- Participate in monthly supervision session.
- 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, case notes and employment outcomes.
- 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 monthly reports to the Supervisor on service delivery.
- Assist in the preparation of reports related to client or program issues as requested.
- Provide accurate timesheets and mileage records for approval.
- Report any significant issues or concerns to the Supervisor immediately.

<h3>3. PERSONAL CRITERIA</h3>
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#### Required:

##### Qualifications

- A relevant tertiary qualification in a relevant field (Bachelor's degree, Diploma or TAFE Course) 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 delivering employment-related services and outcomes to clients.
- Experience in working with people from culturally and linguistically diverse backgrounds.
- Experience working with marginalised and vulnerable people.
- Experience working within a multicultural service environment.
- Experience using Microsoft applications and database systems.
- Knowledge of needs of people with a refugee background, and South Australian settlement services and projects.
- Knowledge of challenges and barriers for people who are looking for employment, in particular those from a refugee background.

#### Desirable:

##### Personal Capabilities:

- Ability to develop effective relationships with service providers, employers and program participants.
- Ability to prioritise competing needs and demands of clients.
- Ability to identify and research resources and services available to clients.

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## POSITION DESCRIPTION

- Ability to manage own time, set priorities, plan and organise work.
- Ability to deliver outcomes in accordance with ARA policies and funding requirements.
- Cross-cultural awareness
- Ability to work cooperatively 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.

### 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 Check, updated every five years.
- Must have or be willing to obtain a 'Safe Environments for Children and Young People' Certificate and keep this current.
- Must have or be willing to obtain a 'Provide 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.
- While the primary location for this role will be the ARA office at Salisbury, the successful candidate must be willing to travel to various locations within the metropolitan area as requested.
- Must be willing to participate in occasional after-hours work.

# POSITION DESCRIPTION



6. ACKNOWLEDGEMENT
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Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

