
POSITION DESCRIPTION

BICULTURAL YOUTH CASE MANAGER (ARABIC SPEAKING) SETTLEMENT TEAM

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 well as the requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

- Reports to the Youth Case Management Coordinator and to the Youth and Digital Literacy Team Leader
- Accountable and Settlement Services Manager
- Works closely with the Settlement Services Team and other client services staff
- Collaborates with other Client Service team members and management
- Collaborates with other service providers and sector partners

2. KEY RESPONSIBILITIES

The Bicultural Youth Case Manager is responsible for the ongoing engagement and support of ARA clients, with a particular focus on young people from migrant and refugee backgrounds from the Syrian and other Arabic speaking communities.

Case management

- Development of thorough and appropriate case management plans which address the needs of clients.
- Implementation of the case management plan.
- Collaboration with ARA staff to ensure the case management plan is effectively implemented.
- Reporting against case management plan.
- Implementing referral pathways to services according to the needs of the client (both internal and external).
- Make internal referrals for relevant programs in accordance with established procedures.
- Provision of direct and practical casework support for clients of a refugee background experiencing significant barriers to successful settlement.
- Provision of support includes information, advocacy, referrals and practical assistance.

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- Complete timely and accurate case notes and reporting in accordance with program contract requirements.

Stakeholder Engagement

- Attend meetings with other service providers as required.
- Develop and maintain positive relationships with relevant agencies, service providers and refugee communities.
- Co-facilitate and support the Skills Development and Mentoring Coordinator in the delivery of group activities for young people (including social, sporting, skills development and educational activities).
- Promote group activities to relevant stakeholders, CALD communities and young people.
- Participate in expos, forums and conferences as appropriate and relevant to support and promote ARA services.
- Participate in internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.

General Conduct

- 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.
- Take responsibility for own time management, planning and organisation of work.
- Ensure services are provided in an efficient and timely manner.
- Maintain confidentiality and privacy of client information and ARA Data.
- Ensure services are culturally sensitive and appropriate.

Reporting

- Provide the Youth Case Management Coordinator with monthly updates on the progress of client outcomes.
- Provide the Team Leader with quarterly reports on service delivery in line with performance targets, incorporating both data and anecdotal evidence.
- Notify the Team Leader of potential business opportunities arising from stakeholder engagement.
- Provide accurate timesheets and mileage records for the Youth Case Management Coordinator's approval.
- Report any significant issues or concerns to the Team Leader immediately.

3. PERSONAL CRITERIA

Qualifications

- Relevant tertiary qualifications (bachelor's degree or diploma) and/or relevant experience gained from previous appointment/s.
- Current Australian Driver's licence.

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Experience & Knowledge

- Experience working with people from various cultural backgrounds in the areas of casework, case management, needs assessment, development of case plans and referral pathways.
- Experience delivering community services, particularly in the area of CALD and refugee youth.
- Knowledge of service provisions and providers for efficient and successful delivery of support services.
- Awareness of the common issues impacting new arrival refugees.
- Experience using Microsoft suite of software programs.
- Understanding of multicultural and cross-cultural issues.
- Language skills to support the Syrian community and other Arabic speaking communities.

Personal Capabilities

- Ability to work in cooperation and consultation with other ARA staff members as well as external providers, partner organisations and funding bodies.
- Good level of written and verbal communication skills
- Ability to work autonomously to meet deadlines and display flexibility in response to changing circumstances and priorities.
- Ability to work under general direction.
- Ability to exercise judgement in the application of established procedures and practices.
- Ability to manage own time, set priorities, plan and organise work.
- Ability to learn new IT software applications.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles.
 - Equal Opportunity and Anti-discrimination.
 - Work Health & Safety.
 - Client-oriented service provision.

National Workforce Competencies for Settlement Practitioners

- Foundational Settlement Practice
 - Places the person at the centre of all practice
 - Promotes contemporary evidence-based practice
 - Provides culturally responsive support
 - Provides trauma informed support
- Communication
 - Communicates effectively with others
 - Adapts communication to the goals and sensitivity of the interaction
 - Collects relevant information and keeps relevant stakeholders informed
- Collaboration
 - Is an active member of the team
 - Maintains constructive and collaborative working relationships with respect, support and trust with colleagues whilst maintaining ethical boundaries

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- Professionalism
 - Adheres to the duties, obligations and codes of conduct defined by ARA's procedures
 - Upholds legal and ethical principles including confidentiality, consent, conflict of interest, duty of care, dignity, privacy, capacity, personal boundaries and safeguarding
 - Works to work health and safety policies and procedures and participates in continuous improvement activities
- Decision making
 - Demonstrates flexibility, patience and a calm demeanour under pressure
 - Participates in identifying and managing risk

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with ARA's Workplace Health and Safety 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.
- Must have language skills to support the Syrian community and other Arabic speaking communities.

6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____