

POSITION DESCRIPTION



Case Worker (Settlement Services) Client Services Team

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

ARA promotes a holistic approach to the needs of people from a refugee background 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

- The Case Worker reports to and works under the supervision of the Settlement Case Work Team Leader, providing assistance to the Client Services Team.
- The Case Worker will receive professional supervision and mentoring support from the Practice Supervisor.
- Case Workers work collaboratively with the Intake and Triage Coordinator and Case Managers, to ensure clients receive timely and high quality settlement services.
- Direct reports:
 - Nil

2. ROLE SUMMARY

The Case Worker (Client Services) plays a vital role in providing support and assistance to refugees and recently arrived migrants. The position involves a range of responsibilities aimed at facilitating the successful integration and well-being of individuals within the community.

ARA's Client Service programs equip and empower refugees and recently arrived migrants to address their settlement needs, with a focus on improving social participation, economic wellbeing, independence, personal wellbeing, and community connectedness. Services include provision of settlement related information, advice, advocacy, and assistance to access mainstream and other relevant services.

The Case Worker (Client Services) plays a crucial role in promoting the empowerment and self-sufficiency of refugees and recently arrived migrants as they rebuild their lives in Australia as a part of ARA's client services team.

3. KEY RESPONSIBILITIES

The main responsibilities for this role include:

- Supporting ARA's drop-in and intake services, which includes assessing a clients' social, emotional, and practical support requirements.
- Implementing tailored case management plans to address the specific needs of each client.
- Providing advocacy and support to clients in accessing essential services such as housing, healthcare, education, and employment opportunities.

POSITION DESCRIPTION

- Delivering culturally sensitive services while respecting the diverse backgrounds and experiences of clients.
- Collaborating with internal teams and external stakeholders to ensure coordinated support for clients.
- Maintaining accurate documentation and records in accordance with organizational standards and privacy regulations.

Main tasks include:

- Engaging with clients on a regular basis to monitor progress, identify challenges, and provide ongoing guidance and support.
- Assisting clients in navigating complex bureaucratic processes related to accessing mainstream and other social welfare systems.
- Offering crisis intervention when necessary, escalating immediate concerns or emergencies affecting clients' well-being.
- Participating in professional development activities to stay informed about relevant policies, procedures, and best practices in refugee services.

Stakeholder Engagement

- Attend meetings with other service providers as required.
- Develop and maintain positive relationships with relevant agencies, service providers and refugee and migrant communities.
- Participate in expos, forums, and conferences as appropriate and relevant to support and promote ARA services.

Reporting

- Provide regular updates to your line manager on service delivery in line with departmental and individual work plans.
- Report any significant issues or concerns to your Program Manager immediately.
- Prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes.
- Provide accurate timesheets and mileage records for your manager's approval.

Other

- Participation in organisational team meetings and events.
- Other duties as requested by your manager, commensurate with the skills, experience and requirements of this Position Description.

4. SELECTION CRITERIA

Qualifications:

- A Certificate in Case Management (or similar), or working towards qualifications with relevant professional experience.

Required skills:

- Strong understanding of the refugee or migrant settlement experience and cultural sensitivity.
- Excellent communication and interpersonal skills.
- Ability to work effectively with individuals from diverse backgrounds.
- Empathy and compassion for clients' needs and challenges.

POSITION DESCRIPTION

- Case management and advocacy skills.
- Conflict resolution and problem-solving abilities.
- Knowledge of community resources and support services.
- Proficiency in relevant software and database management.
- Fluency in languages commonly spoken by refugees and migrants in Australia is highly desirable.

Required experience:

- Demonstrated success in providing client-centered services and support.
- Experience working with trauma-affected individuals or vulnerable populations.
- Proven ability to manage caseloads and prioritize tasks efficiently.

Personal Attributes:

- Strong ethical practices with a specific commitment to:
 - ARA’s Code of Conduct and Service Standards;
 - Equal Opportunity and Anti-discrimination;
 - Social and cultural inclusion;
 - Confidentiality and privacy;
 - Work Health & Safety; and
 - Trauma informed and client-oriented service provision.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with ARA WH&S policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Ensuring own action or lack of action does not place own safety or that of others at risk.
- Maintenance of a safe working environment in all locations.

6. SPECIAL CONDITIONS

- Must have evidence of Australian residency or right to work in Australia.
- Must have a current and valid Working With Children Check that shows you are able to work with children in South Australia.
- Must have or be willing to obtain a Child Safe Environment 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.

7. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____



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Date:

Date:

