

Position Description

Title	Case Worker – SRSS (Status Resolution Support Services)
Business Unit	Settlement Services, Resilient Communities
Location	136 Maude St, Shepparton 3630
Employment type	Part Time (30.4 hrs per fortnight), Max Term (until December 2022)
Reports to	Team Leader, Settlement Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Status Resolution Support Services (SRSS) program provides clients with temporary needs-based support if they are unable to support themselves while resolving their immigration status. The case worker supports SRSS clients with their applications for the program. Meeting monthly/ quarterly Key Performance Indicators (KPI) including submitting Case Eligibility Reviews (CER) for clients.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Senior Manager
- Team Leader
- HSP/SRSS/SETS and CFC colleagues
- Uniting colleagues

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External

- Key stakeholders such as Department of Home Affairs, AMES, Primary Care Connect, Ethnic Council, Shepparton Council, SELC, Go TAFE, Centrelink, Medicare etc.

4. Key responsibility areas

- Provide support to recipients to develop the necessary skills to independently engage in the community
- Provide support to recipients according to their individual circumstances and needs and adjust that support, as required
- Understand that in order for recipients to receive assistance and support, they must continue to meet SRSS Program eligibility requirements and fulfil their recipient responsibilities
- Ensure recipients have realistic expectations about their responsibilities and obligations, and understand that the level of support provided is in line with Australian government and community expectations
- Case Workers maintain responsibility for Case Coordination
- Regularly monitor and review each recipient in their care
- Ensure their Case Worker contact details are recorded in the SP Portal.
- Ensure they are familiar with the Residence Determination or visa Conditions of the individuals they manage
- Undertake Needs Assessments, maintain Case Plans, complete Transition Out Plans and Support Recommendations, as required or directed by the Department
- Liaise with relevant persons, such as Carers, Community Links, Department representatives and other service providers
- Ensure recipients receive appropriate orientation and all Essential Registrations are completed within the timeframes
- Ensure recipients are linked to appropriate services and programs in the community and undertake meaningful engagement activities
- Provide Financial Management Support, including budgeting assistance
- Ensure recipient is aware of the terms of their access to SRSS and the recipient responsibilities
- Report and manage incidents
- Identify, record, raise, monitor, and resolve issues.
- Case Worker is not responsible for providing advice to recipients on their placement within the SRSS Program, their immigration status or status resolution processes.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Performance indicators

- Timely achievement of SRSS Key Performance Indicators (KPIs)

6. Person specification

Qualifications

- Diploma in community services or related discipline

Experience

- Previous case manager/worker experience is mandatory
- Previous SRSS experience is desirable, but not mandatory

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Ability to demonstrate excellent interpersonal and communication skills, including the ability to consult, negotiate, and liaise effectively with a diverse range of people.
- Ability to demonstrate establish and maintain effective communication with clients using a Trauma Informed Approach
- Ability to demonstrate comply with SRSS Case Management Guidelines to coordinate all aspects of the SRSS client's journey from pre-arrival to exit.
- Considerable experience and knowledge around facilitating complex services within community services that generate positive individual outcomes.
- Demonstrated skills in application of Case Management.
- Ability to work within a compliance framework.
- Ability to network, partner and maintain collaboration with external agents.
- Excellent written and verbal communication skills; and demonstrated interpersonal skills.
- The ability to work autonomously (be self-motivated, flexible and demonstrate initiative
- Ability to assess priorities and manage competing deadlines both independently and as a member of a team
- Current Australian Driver's License

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: