

Position Description

Title	Case Worker
Business Unit	Asylum Seeker Programs, Resilient Communities
Location	Level 1, 503 Sydney Road, Brunswick
Employment type	Part Time (68.4 hours per fortnight), Ongoing
Reports to	Team Leader, Asylum Seeker Programs

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

Our primary aim is to welcome, accompany and foster resilience and empowerment for our clients. We provide high quality casework to people seeking asylum residing in our community properties creating a safe, supportive and dignified living environment.

The role includes:

- Assessment, referral and provision of casework (individual and group work) to asylum seekers and refugees.
- To deliver and/or oversee community development activities enhancing the confidence of service users, their access to quality information and their ability to make informed decisions on their life.

2. Scope

Budget: nil

People: Scope for Volunteers and student placements

3. Relationships

Internal

- Asylum Seeker Project staff

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- ASWC staff and volunteers
- Other Uniting sites and programs

External

- Moreland City Council
- Brunswick Uniting Church
- Local agencies and organisations
- Food relief agencies including Secondbite and Foodbank
- Asylum Seeker sector agencies including Asylum Seeker Resource Centre, Australian Red Cross, Salvation Army, Baptcare Sanctuary, Foundation House, Cabrini Health, Brotherhood of St Lawrence and others

4. Key responsibility areas

Service delivery

- Provide effective, high quality, strengths-based and culturally appropriate case management services to allocated clients;
- Effectively plan, coordinate and implement community development initiatives in response to consumer needs and input (for example current projects including Rainbow Program and Women's Group);
- Adhere to organisational and program specific policies and procedures regarding service delivery;
- Capacity building of our clients and service delivery partners to achieve better outcomes;
- Support and advocate for clients as appropriate, at both an individual client level and more broadly through systemic advocacy;
- Conduct independent outreach with a high level of professionalism and adherence to organisational guidelines;
- Maintain records, including case plans, case notes and data in relevant Client Management Systems;
- Work with the Housing Team to help establish clients in new housing and orientation to the property and the local area;
- Liaison with internal and external services to refer clients to appropriate activities and identify gaps in service provision which require new initiatives;
- Meet relevant contractual Key Performance Indicators (KPIs) in relation to service standards and casework practices;
- Facilitate house meetings in shared properties to establish procedures and address any issues that arise within the house
- Participate in team referral assessment and allocations process using knowledge and skills to assess and determine which clients are the most vulnerable and are to be accepted into the program;
- Administer the Basic Living Allowance (BLA) utilising knowledge of program policies to continually assess the client's ongoing eligibility for this support;
- Assess, refer and advocate for clients to be accepted into government-funded programs when their circumstances change in line with the eligibility criteria for this support
- Contribute to the promotion of awareness of the role and function of the Welcome Centre within the asylum seeker sector as part of the Asylum Seeker Welcome Centre team

Administration

- Maintain appropriate regular documentation and data collection to enable preparation of budget, and reports as requested by management
- Keep client records up-to-date as required for service delivery
- Maintain records of community development projects to ensure program sustainability
- Use of databases including volunteer management database

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Quality and risk

- Support the provision of a safe environment for clients, staff and volunteers
- Report all risks and incidents within required timeframes using appropriate reporting tools

Stakeholder management

- Professional communication and service coordination with partner agencies
- Participation in internal and external networks, meetings and forums representing the issues of people seeking asylum and provide expert advice on these issues;
- Work with coordinators of ASP cross-programs to ensure wide scope and best support for people seeking asylum;
- Work collaboratively with sector organisations

People and teams

- In collaboration with the Team Leader, co-supervise volunteer's day to day activities to ensure effective delivery of services
- Support recruitment activities of new volunteers in consultation with People and Culture as applies
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

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).
- 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

- Support the provision of a safe environment for clients, staff and volunteers – one conducive to welcoming and supporting people seeking asylum and those transitioning into other visas in collaboration with staff and volunteers
- Identify community needs through research, consultation and identification of service gaps, determine and facilitate appropriate strength based responses
- Improve the support and opportunities for partnership with local community organisations, foster social connectedness, create awareness and develop respect amongst Welcome Centre attendees

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6. Person specification

Qualifications

- Qualifications in Social Work, Social/Community Welfare, or Behavioural Sciences

Experience

- Previous experience providing high quality casework assessment, support and advocacy;
- Knowledge of the issues facing people seeking asylum, including issues that relate to people who have experienced torture and trauma;
- Highly developed skills in cross-cultural communication and sensitivity to cultural issues, including experience working with interpreters

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.
 - Demonstrated experience in working with asylum seekers or refugees
 - Highly developed skills in cross-cultural communication and sensitivity to cultural issues
 - Strong written and verbal communication skills including the ability to prepare reports, case noting and correspondence
 - Demonstrated ability to use initiative and think laterally
 - Ability to problem solving skills in order to achieve goals and objectives
 - Demonstrated ability to work well both autonomously and as part of a team
 - Ability to work in a changeable environment and meet deadlines
 - Strong interpersonal skills, demonstrated experience in collaboratively liaising with community, government and other stakeholders, including developing and maintaining stakeholder relationships
 - Knowledge and experience in the provision and management of community development initiatives, including research into client needs, planning activities, networking, promoting internally and externally in order to realize the full potential of the project
 - Experience in the development and management of small projects within the community sector, including organising, facilitating and coordinating events and programs
 - Proven ability to involve and engage people who are socially isolated in order for them to develop a sense of belonging
 - Proficiency with MS Office (Excel, Word, Outlook and PowerPoint) and have experience in using an online database
 - Desirable: experience working with volunteers
 - Current Australian Driver's Licence
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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.

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

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8. Acknowledgement

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

Employee

Name:

Signature:

Date: