



Case Manager

Key Position Details	
Position Title	Case Manager
Department	Settlement and Family Services
Location	Dallas & Sunshine
Employment status	Part-Time, Fixed Term
Hours per week	30.4 hours (0.8 FTE)
Key dates	Commencing ASAP Ending 29/11/2021 - with possibility to extend
Reports to	Team Leader, Integration and Family Support
Contact	Name: Ashwaq Mohamed Email: Ashwaqm@spectrumvic.org.au

Spectrum is an Equal Opportunity Employer and welcomes applications from all people. Spectrum is committed to child safety and conducts thorough background and police checks.

Spectrum Values		
<ul style="list-style-type: none"> • Understand the journey • Co-create to thrive 	<ul style="list-style-type: none"> • Focus on the client experience • Be different, be one 	<ul style="list-style-type: none"> • Create tomorrow • See and act with an open mind

Strategic Direction 2019-22

Our Aspiration and Purpose

At Spectrum, we aspire to a profoundly inclusive Australia, a place where the extraordinary diversity of people enhances the lives of all. We reach out to people of all refugee and migrant backgrounds; we provide access to a support network; we enable successful participation and inclusion for an enriched and diverse Australia. We celebrate refugees and migrants for who you are. We aspire for you to realise your dreams through the collective strength and wisdom of our shared community.

Our Goals



Position Description

Spectrum has supported Melbourne's refugee and migrant communities for 40 years. Our work in supporting newly arrived people to settle into the Australian community covers all nine recognised settlement outcomes: employment, English language acquisition, education and training, family and social support, civic participation, health and wellbeing, housing, transport and justice.

Our Integration and Family Support team at Spectrum provides case management and individual support services for people with refugee and migrant backgrounds to ensure a positive settlement journey and full integration and connection in Australia. This follows Spectrum's vision to see people from refugee and migrant backgrounds feel at home in Australia.

Our case managers deliver services across various funding streams, enabling us to support a range of client cohorts including newly arrived humanitarian entrants, families with migrant and refugee backgrounds and older migrants. Our main funding streams include:

Humanitarian Settlement Program (HSP) – Department of Home Affairs

Settlement and Engagement Transition Support (SETS) – Department of Home Affairs

Family and Relationship Services (FaRS) – Department of Social Services

Community Support Program (CSP) – Department of Home Affairs

Assistance with Care and Housing – Commonwealth Home Support Program

This role will predominantly deliver housing support to people over the age of 50 years with migrant and refugee backgrounds, but may at times be allocated work across our other case management services.

Position's Key Accountabilities

Case Management

- Manage an ongoing client caseload as agreed with the Team Leader;
- Conduct comprehensive needs assessment and case management plans with clients and families to determine services required;
- Identify the strengths of the clients and ascertain how these can best assist in meeting the needs of the clients;
- Develop, implement, monitor and review case plans;
- Manage all records including electronic and case files and ensure timely completion and reporting of service delivery as per contract requirements (KPIs);
- Coordinate service delivery with key stakeholders for all family members;
- Liaise with other (external) service providers for case management, referrals and planning purposes;
- Complete all administrative requirements associated with the position in a timely manner and to a high standard (program documentation, monthly reports, collation of client statistics, file notes, correspondence etc.);
- Ensure all service delivery claims and outcomes are reported promptly on databases and systems as required;
- Support and/or supervise students/volunteers/lower classified employees where required;
- Participate in networking and continuous improvement meeting as required.

Stakeholder Engagement and Advocacy

- Build and maintain relationships and partnerships with key agencies to promote and strengthen program delivery and outcomes;
- Provide cross-cultural secondary consultation to mainstream agencies working with Spectrum's client cohorts to enable them to deliver appropriate and culturally sensitive services;
- Advocate for the needs of clients in the Australian service system;
- Represent Spectrum at external committees and meetings, and positively promote the organisation and its services as required;
- Engage in networking and Community of Practices meetings as required by Spectrum and lead contract agencies.

Service Promotion

- Liaise with other organisations and community workers to raise the profile of the service and to facilitate referrals;
- Collate and provide feedback internally on service trends and needs and look at ways that the service can best meet the needs of clients;
- Assist in the preparation and collation of promotion materials (eg. PowerPoint, brochures, information packs etc.).

Data Management and Record Keeping

- Manage all client records, including case notes, and ensure timely completion and reporting of service delivery as per contract requirements;
- Ensure appropriate and accurate collection and documentation of client data/statistics;
- Monitor and analyse data to inform program growth;
- Develop appropriate systems to continuously improve data collection and analysis;
- Ensure client information is maintained and kept securely;
- Ensure quality assurance mechanisms are sustained and actively participate in internal and external audit.

Organisational Responsibilities

- Ensure that the Code of Conduct is adhered to at all times;
- Adhere to the Child Safe Policy;
- Display a commitment to the Purpose and Values of Spectrum;
- Ensure that Spectrum complies with the Occupational Health and Safety Act requirements and strive for best practise in the provision of a safe work place for all;
- Report all incidents, near misses, equipment repair requirements and illnesses to immediate supervisor and the OH&S Representative;
- Commitment to Quality and Continuous Improvement procedures and policies;
- Understanding of emergency response procedures.

Other tasks will be assigned from time to time to meet the needs of the organisation

Position Specific Requirements

This position requires the following pre-employment check(s)

- Australian work rights;
- Current driving license;
- All offers of employment are subject to a satisfactory Working with Children Check and a National Police Check;
- An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years;
- All staff and volunteers working with people with a disability are required to have the Disability Worker Exclusion Scheme (DWES) check;
- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure our staff work safely and productively.

Key Selection Criteria

Experience/
Education

Mandatory:

- Relevant tertiary qualifications in Social Work, Psychology or related disciplines and experience in the area of migrant settlement or a related human services sector;
- Minimum Diploma of Community Services;

Desirable:

- Experience working in the community and social services sector;
- Experience working with people from culturally and linguistically diverse backgrounds, particularly those of refugee backgrounds.
- Fluency in a relevant community language.

Key
competencies
required

- Genuine interest and commitment to social and inclusion and valuing difference and diversity
- Client focused and person centred
- Demonstrated ability to apply the Strengths Based Model in practice with clients and engage families sensitively
- Demonstrated understanding of the challenges faced by migrant parents and children
- Demonstrated understanding of early intervention and prevention approaches when working with families
- Understanding of the Service Coordination Framework including initial contact, needs identification, assessment, care planning, and standards
- Experience in case work and case management for clients from CALD backgrounds
- Sound knowledge in relation to one or more diverse groups including CALD, Aboriginal, homeless, dementia, LGBTIQ+ and an understanding of how diversity issues relate to individuals and their engagement with the community care sector
- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals

- Demonstrate a good level of organisation, planning and time management skills
- Well development and demonstrable problem solving and judgement skills
- Well-developed planning and organisational skills, able to set priorities & own work objectives and sometimes that of others in lower classified positions
- Good knowledge of statutory requirements relevant to the role
- Basic Project management techniques
- Fluency in a relevant community language would be highly regarded
- Excellent oral and written communication skills
- Current Working With Children's Check Card
- Current driving license and own car

Agreement

I have read, understood and agreed to comply with this position description. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Name:

Signature:

Date: