
Case Coordinator, Refugee Settlement Services

Status:	Full-time and Casual positions
Hours:	Up to 38 hours per week
Award:	Social and Community Services Award (Queensland)
Classification:	SACS Level 5
Reports to:	Manager, Refugee Settlement Services

Background

The Multicultural Development Association (MDA) has entered into a contract with the Commonwealth Department of Immigration and Citizenship (DIAC) to deliver settlement support services to refugees and humanitarian entrants under the Integrated Humanitarian Settlement Strategy (IHSS).

The Refugee Settlement Service provides case coordination for all humanitarian entrants and refugees settling in Brisbane. Currently, about 1000 people settle annually. The Team assesses and coordinates the delivery of all settlement support needs in collaboration with other service providers. Settlement support includes providing orientation for newly arrived refugees on services such as banks, Centrelink, transport and health services, the use of household appliances, nutritional advice, and developing life skills appropriate for successful settlement in Australia.

Through the delivery of the IHSS program, Australia is a leader in providing settlement support internationally.

Case Coordinators are required to work directly to with clients as well as with other refugee settlement service contractors, and a wide range of community and government agencies, to address the settlement needs of refugees/humanitarian entrants. We are seeking individuals who have a sound understanding of the settlement requirements of newly arrived refugees/humanitarian entrants and can demonstrate their ability to provide culturally appropriate support to people from a variety of culturally and linguistically diverse backgrounds.

Duties

To coordinate the initial settlement process for newly arrived refugees (primarily male), Case Co-coordinators of the Refugee Settlement Support (RSS) Unit are responsible for:

- 1) Developing a case coordination plan with individual clients to ensure the provision of appropriate settlement support to humanitarian entrants within the Brisbane region both on entrants' arrival and for up to six months following their arrival.
 - 2) Providing ongoing assessment and support to individual clients, most of whom are male, and their family members based on identified needs.
 - 3) Working collaboratively with consortium providers, government and community agencies to deliver on-arrival settlement support for refugee/humanitarian entrants.
 - 4) Supervising Settlement Workers, volunteers and cultural support workers.
 - 5) Delivering client advocacy and liaising with community and government agencies to establish pathways to appropriate service options for individual clients.
 - 6) High-level oral and written communications skills, including the ability to write and review case plans, complete reports and any other necessary documents within strict timeframes.
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- 7) Using their experience to provide input to the development of service planning, service delivery and service evaluation, within the frameworks established by MDA.
- 8) Maintain client records, prepare progress reports and contribute to other external and internal reporting processes, as required.
- 9) Participate in MDA and consortia team activities to further the objectives of the Refugee Settlement Support program and the organisation, as directed by the Manager, Refugee Settlement Support.
- 10) Participate in networking and community awareness raising activities, as directed by the Manager, Refugee Settlement Support.

In addition to the duties listed above all MDA staff is expected to:

- 11) Respect and abide by the vision, mission and values of the organisation (copy enclosed)
- 12) Ensure that their conduct is consistent with provisions of the MDA Code of Ethics (copy enclosed)
- 13) Comply with the provisions of MDA's Policy and Procedure Manual
- 14) Comply with the provisions of MDA's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or MDA as a whole. Information and training will be provided to successful candidates.
- 15) Carry out general administrative functions related to their role and to the effective and efficient functioning of MDA as a whole. This will include the use of computer-based calendar and information management systems.

Induction training relating to policy and procedures, workplace health and safety and MDA administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

Essential Requirements

- 1) Possession of a valid open driving license.
- 2) Possession of, or willingness and eligibility to obtain, a Blue Card (Working with Children Suitability Card in accordance with the *Commission for Children and Young People and Child Guardian Act 2000*.)

Essential Qualifications and/or Experience

- 3) Possession of tertiary qualifications in social work, human services or equivalent and professional experience of the resettlement of refugees/humanitarian entrants.
 - 4) Well developed understanding of settlement issues relevant to refugee and humanitarian entrants and good knowledge of the relevant services available to humanitarian entrants and refugees within both the government and community service sectors.
 - 5) Proven case coordination/case management and community development skills and the ability to design and implement culturally appropriate case coordination plans to enhance the settlement of refugees/humanitarian entrants.
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- 6) Well developed skills in building purposeful relationships with clients to support them to achieve their settlement goals and minimize re-traumatisation throughout the settlement process.
- 7) Demonstrated ability to work effectively and sensitively across cultures to assist refugee/humanitarian entrants in the various aspects of the settlement process within a team environment, as well as with consortia partners, relevant government/community agencies and other external service providers.
- 8) Demonstrated ability to work collaboratively in a team environment, as well as with consortia partners, relevant government/community agencies and other external service providers.
- 9) Ability to provide line management, supervision and feedback to settlement workers, bi-cultural assistants and volunteers as part of the case management process.
- 10) High level oral and written communications skills, including the ability to write case plans, complete reports and any other necessary documents within strict timeframes.
- 11) Demonstrated understanding of the role of client advocacy when working within a social justice framework.

Desirable Skills and/or Experience

- 12) Good working knowledge of Microsoft Office applications including Outlook, Word, and Excel, and an ability to acquire knowledge of client case database system.

Application Process

Your application should include a cover letter and also a resume of not more than three (3) pages giving details of your previous work history and any other relevant information.

Please email your application to rosinaj@mdabne.org.au or mail to Multicultural Development Association, 512 Stanley St, South Brisbane QLD 4101.

If you would like to speak to someone about the position of Case Coordinator please contact the Executive Support Officer, Rosina Johnson on 3337 5400.
