

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: HUMANITARIAN SETTLEMENT PROGRAM (HSP) CASE WORKER

PO Box 1121
Bendigo Central
Victoria 3552

Central Site:
Ph: (03) 5448 1600
Fax: (03) 5448 1699

Eaglehawk Site:
Ph: (03) 5434 4300
Fax: (03) 5434 4355

Kangaroo Flat:
Ph: (03) 5430 0500
Fax: (03) 5430 0544

Elmore Primary Health:
Ph: (03) 5432 6001
Fax: (03) 5432 6101

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| Name: | |
| Position number: | |
| Award/Agreement: | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015 |
| Classification: | Community Development Worker classification range |
| Site: | Central site and includes outreach work however the position may work from any Bendigo based BCHS site as negotiated |
| Hours per fortnight: | 45.6 hours per fortnight |
| Tenure: | Six months fixed term |
| Position description developed: | January 2017 |
| Responsible to: | Team Manager - Settlement Services |

1. Position Role

The position works collaboratively with the Humanitarian Settlement Program (HSP) team, clients and relevant stakeholders to provide a holistic, needs response and strength based case management service. The Case Worker coordinates the implementation of the case management plan, playing an important role in ensuring clients have access to required services. Responsible to the Team Manager - Settlement Services the key functions of the role are:

1. Conduct accurate and appropriate assessments of individual strengths, needs and goals to determine services required to achieve positive settlement outcomes across a range of areas including health, housing, mental health, community participation, education, employment and family support.
2. Coordinate Volunteers/Students in their work with HSP clients as well as working closely with Community Guides.
3. Promote client participation in the HSP Orientation program, provide information to reinforce knowledge and assess knowledge achievement and gains.
4. Advocate on behalf of clients both adult, children and youth to achieve better access and equity.
5. Maintain regular contact with clients to develop, implement, monitor and review case management plans and assess progress towards achieving settlement goals and program exit.

BENDIGO COMMUNITY HEALTH SERVICES

6. Ensure all services are documented and claimed within five business days of service delivery.
7. Identify clients with complex needs and make recommendation for Tier 3 where relevant.

2. Position Responsibilities

The responsibilities of the position are:

1. To effectively case coordinate clients of the HSP program using a solution focussed and strength based approach.
2. Accompany clients to appointments and facilitate service initiation as required.
3. To work effectively to build and strengthen partnerships/pathways with other services and agencies to enhance settlement outcomes.
4. To provide informed comment and feedback to relevant forums or other requests on issues which may affect the welfare of people of refugee background.
5. Participation in cross organisation networks and other meetings as required. This may require attending cultural events as required out of normal business hours.
6. Meet with Volunteers to ensure availability and ability to facilitate access to appointments.

3. The Role of the Team

The Humanitarian Settlement Program team sits within the broader Settlement Services portfolio. In turn, Settlement Services is situated within the Continued Health and Independence portfolio, which includes, Alcohol and Other Drugs Services, Mental Health and Counselling Services and Cultural Diversity teams.

Service engagement commences when a humanitarian family arrives in Australia with individual responses provided with some supports lasting up to five years. The intent of settlement programs is to equip families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society. Our aim is to support eligible clients to promote personal and economic wellbeing, independence, and community connectedness.

We also facilitate pathways to learning English through continued education and employment. To achieve these outcomes the Settlement Services team utilises a combination of casework, community development and individually responsive supports such as youth services.

4. Key Selection Criteria

4.1 Essential

1. A tertiary qualification in Community Services.
2. Sound knowledge and understanding of the requirements of people of different ethnic, cultural, linguistic and religious backgrounds as well as issues relevant to the settlement of refugees from non-English speaking backgrounds.
3. An understanding of trauma and its impact both short and long term.
4. Demonstrated excellent interpersonal and communication skills with clients, other service providers and critical stakeholders. Including ability to develop and maintain positive working relationships.

BENDIGO COMMUNITY HEALTH SERVICES

5. Demonstrated ability to work as a member of a multidisciplinary team and work autonomously as well as collaboratively.
6. Excellent written and verbal communication. Intermediate to high level IT skills in Microsoft Office programs, Excel, Outlook, internet and other online products.
7. Knowledge and compliance with organizational privacy and confidentiality procedures and Code of Conduct frameworks
8. Well developed organisational and time management skills, ability to prioritise work and meet deadlines.
9. Full Drivers Licence
10. Current Working with Children Check.

4.2 Desirable

1. Experience in the training and employment sector will be a benefit in this role and a comprehensive understanding of the barriers to employment with the client group.
2. A second or third language would be a desirable skill for this role but not essential.
3. Working knowledge of policies and referral protocols relating to settlement of refugees.
4. Experience working in one or more service areas such as community health, housing and tenancy, immigration, youth services or employment related sector is highly desirable.

5. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period, your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

6. Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

6.1 Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

BENDIGO COMMUNITY HEALTH SERVICES

6.2 Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

6.3 Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

6.4 Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

6.5 Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Data must be entered in a timely and regular manner. The team has a culture that prides itself in maintaining this value.
- Be available to attend events on some weekends and after hours that fit with the community and client's availability.
- Demonstrate positive outcomes for clients through your intervention
- Plan against identified need, service gaps and evidence
- Show evidence of an integrated service delivery approach for clients

6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

6.7 Child Safety

BCHS values children from all backgrounds and are committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

BENDIGO COMMUNITY HEALTH SERVICES

7. Other Essential Requirements

Staff will:

- Complete a satisfactory police check before employment is confirmed, the police check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

- Co-operate with and contribute to BCHS Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Kim Sykes
Chief Executive Officer

Date:/...../.....

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Agreed: Humanitarian Settlement Program Case Worker

Date:/...../.....