

# Position Description

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<b>Position:</b>	<b>Caseworker - General Access Program Coordinator</b>
<b>Reports To:</b>	General Access Program Manager
<b>Employment Type:</b>	Part-time (0.9FTE)
<b>Award Pay Level:</b>	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Based at 214 Nicholson Street, Footscray

## Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

## ASRC General Access Program

The New Presentations (NP) and General Access Program (GAP) are the entry point to the services of the ASRC. Staff provide triage, information, assessments, referrals and support to members and non-members, as well as internal programs and external services. The General Access Program Coordinators work within the following service areas:

- **New Presentations:** provide crisis and other supports, including information and referral, for people who are not currently ASRC members;
- **Intake:** assessing the needs and eligibility of presenting clients to determine the most appropriate support plan, which includes intake and referral to other ASRC services;
- **GAP Support:** provides information, referral and support to ASRC GAP members.

## Specific Duties

The Program Coordinator will be responsible for undertaking the following duties:

### 1. Program coordination

- Manage the GAP volunteer roster and ensure appropriate volunteer coverage across days / roles
- Review case notes and ensure appropriate advice is provided to clients by GAP volunteers
- Be the point of contact for the program and provide advice and support to external enquiries regarding ASRC membership, eligibility and procedures
- Contribute to the development and review of policies and procedures relevant to GAP

**2. Staff and volunteer support**

- In consultation with the GAP Manager, allocate appropriate tasks to support workers
- In collaboration with other Program Coordinators, provide daily briefings to volunteers and daily de-briefings to volunteers
- In collaboration with other Program Coordinators, provide task supervision to volunteers
- Facilitate the compilation and dissemination of key messages each week to update volunteers in important news relating to their daily work

**3. Volunteer recruitment and training**

- Work closely with the Volunteer Coordinator to ensure the recruitment and training of new GAP volunteers, including reviewing applications for new volunteers, attending interviews, arranging shadow shifts
- Train and support the volunteer team to provide quality services to clients

**4. Client based interventions**

- Perform triage and prioritisation of client presentations based on need and vulnerability
- Work in a professional capacity directly with clients with a range of psychosocial needs including issues such as housing, mental health support, family violence, food and financial assistance
- Provide a crisis response for clients in crisis situations and support volunteers with higher needs clients or complex presentations
- Mentor volunteers and engage in ongoing interventions according to best practice methodologies

**5. Other duties**

- Conduct assessments to develop appropriate support plans for clients, including prioritisation for ASRC membership
- Ensure referrals to the ASRC are responded to and followed up appropriately
- Support the GAP manager by participating in program planning and continuous quality improvement through the review of processes and systems
- Accurately collect and record consistent data detailing program activities, complete monthly reports and other relevant reports as required

**General Responsibilities**

- Attend and participate in staff meetings and external meetings as required
- Participate in and contribute to strategic discussion and decision-making as required

## Selection Criteria

### Essential:

1. Tertiary qualification in Social Work. Related disciplines may be considered
2. Demonstrated skills in program coordination and/or program development
3. Demonstrated ability to work in a fast paced environment and support a high volume of complex client presentations
4. Experience and understanding of undertaking triage, prioritisation and needs assessment
5. Experience in volunteer management, such as providing training, supervision and ongoing support to volunteers
6. Proven experience of providing a crisis response to clients and the ability to undertake risk assessments
7. Demonstrated ability to problem solve creatively, use initiative, and be willing to step in and help out the rest of the team on extra tasks when required
8. Excellent organisational skills and ability to adapt in a continually changing environment
9. Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

### Desirable:

1. Demonstrated experience in working directly with diverse communities &/or other marginalised communities
2. Experience working in a multi-disciplinary context
3. Experience in housing, mental health and family violence