

Position Description

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| Position: | Client Services - Casework Coordinator |
| Reports To: | Client Services Program Manager |
| Employment Type: | Part-time (0.8FTE) 12 month fixed-term contract |
| Award Pay Level: | Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010 |
| Location: | Based at 214 Nicholson Street, Footscray. (the ASRC offers Flexible Working Arrangements, including the ability to work remotely) |

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.

Our Values

The human rights of people seeking asylum and refugees are at the foundation of all we do and the workforce makes it happen, doing the work to bring the vision and purpose to life.

Our organisational values are:

- Welcoming
- Authentic
- Courageous
- Collaborative

Client Services Program

The Client Services Program provides information, advice, advocacy, referral, and support to asylum seekers around a range of different issues including health, immigration, legal, social and recreational, financial, material aid, employment, education, and counselling. The Client Services Program provides support to approximately 1000 clients and works with asylum seekers through every stage of the refugee determination process.

The Client Services Program works closely with other key stakeholders in Melbourne, including: the SRSS providers AMES and Life Without Barriers, as well as other community service providers. In addition to providing casework services, the Client Services program also undertakes networking, advocating and lobbying around unjust refugee policies and other issues affecting asylum seekers, i.e. Homelessness and Housing.

About the Role

The Casework Coordinator position primarily provides critical casework and program coordination within the Client Services Program. This includes supervising volunteers, duty work and crisis support and actively working cases for clients with medium to high needs. The Casework Coordinator also provides support as required to other Client Services staff in the delivery of the overall Humanitarian Services stream.

Specific Duties

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

Client Case Management

- Provide active strength-based case management and solution focused support
- Actively manage a caseload of clients with a variety of needs including: conducting risk assessments; formulating and reviewing case plans; advocacy; case conferencing; psycho-education to individuals and families; and internal and external referrals
- Maintain clear, accurate and succinct case notes
- Providing letters and reports as required
- Adherence and support of organisational policies and procedures
- Triage requests, provide crisis response and timely follow up for asylum seekers in adverse situations

Duty System

- Effectively manage the Duty system on a regular basis including:
 - Effective triage, response and referral of daily enquiries
 - Task management, delegation and volunteer support and supervision (see below)

Volunteer/ Student induction, training, capacity building, mentoring & task-focused supervision

- Assist in volunteer engagement and recruitment processes
- Contribute to the development and delivery of regular induction, training and capacity building with new Client Services volunteers and on-going refresher training as required
- Daily task supervision to volunteers including problem solving, training, and the provision of information and resources in order for volunteers to provide casework and other support to ASRC members
- Support volunteers to conduct risk assessments, formulate, review, revise, and evaluate case plans; advocate and liaise on behalf of members; provide psycho-education to individuals and families; provide internal and external referrals, including to other asylum seeker services and mainstream services; maintain clear, accurate, detailed and succinct case notes, letters and reports
- Support the compilation and dissemination of key messages at daily briefings to update volunteers on important news relating to their daily work
- Conduct 8 weekly task-focused supervision with allocated volunteers ensuring all supervision forms and documents are completed; raise any issues of concern with the Client Services Manager

General duties**Monitoring and Evaluation and reporting**

- Fulfill all data collection and reporting requirements as determined by the ASRC including:
 - Ensure all client records are up to date and accurate
 - Contribute to the recording of monthly data, and additional information to ensure the program trends and outputs are clearly understood
 - Support the CS Duty, Intake and Allocations Coordinator to report on the program outcomes, needs, news-stories with high attention to detail to share internally and externally

Team meetings and team work

- Actively contribute to team meetings, individual supervision, staff professional development activities and reflective practice in a constructive and proactive manner
- Actively prepare for team meetings, individual supervision, staff professional development activities and reflective practice
- Contribute to high team morale through sharing the workload, positively engaging and supporting other team members, and in ensuring commitments are completed

Project work

- Participate in relevant program or community development projects as directed by Client Services Manager
- Support with coordinating the follow up of urgent tasks
- Adhere to, and improve upon, the overall Client Services systems and processes including:
 - Contributing ideas towards best practices in referrals, intake, allocation, wait list management and reviews
 - Outlining process or systems issues and making tangible constructive suggestions towards improvements and greater efficiencies
 - Actively building upon system and process documents, manuals and resources to support the team
 - Support the implementation of relevant practice frameworks
 - Engage in sector networking, advocacy, campaigning and lobbying around particular issues, as directed by the Client Services manager

Selection Criteria

Essential:

- Relevant qualification in Social Work or a related professional discipline
- Experience in providing casework and support services to people seeking asylum or clients with complex needs
- Demonstrated experience undertaking intake, assessment and triaging client needs in a busy work environment
- Experience in problem analysis and identifying practice trends
- Ability to undertake risk assessments and experience in providing a crisis response to clients
- Experience in volunteer management, including training, supervision and on-going support
- High level skills and understanding of working with culturally diverse populations and commitment to Cultural Inclusive practice

Desirable:

- Lived experience of seeking asylum
- Experience and understanding in the impacts of trauma, housing, mental health, child protection and family violence
- Knowledge of the policy context of practice with asylum seekers, and the potential effects on people seeking asylum
- Understanding the capabilities of providing services within a hub or foyer model