

Position Description

Position:	Social Services Coordinator
Reports To:	Team Leader - Social Services
Award Pay Level:	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	214-218 Nicholson Street Footscray Vic (travel to other ASRC sites may be required)

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, case coordination, employment, empowerment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Team

The ASRC Community Portfolio works to ensure safety, freedom, justice and pathways to successful settlement for people seeking asylum through our frontline humanitarian and resilience services, while our advocacy for systemic change and refugee-led solutions unlocks political and social transformation. Our platform for change and our credibility in advocacy is ensured by integration with our frontline services, which provide the evidence base for transformational change, delivered for (and with) people seeking asylum.

The Humanitarian Operations and Resilience Department delivers the services that stabilise the circumstances of at-risk people seeking asylum, so they can continue to engage

constructively with their visa determination process and ensure their best possible chance of a pathway to successful settlement. The Department prioritises those who face the greatest barriers to accessing their human rights during this process. The Department leverages the ASRC's unique strengths, expertise and position within the movement to provide Community Legal Centre (HRLP), a specialised health clinic, food security, homelessness, relief and vocational and empowerment pathways services.

The Client Support Services Team provides short-term and medium-term service coordination for clients. The aim of this team is to coordinate support to empower clients to be as self-sufficient as possible. This team is typically the first point of direct service delivery in the organisation. The team provides information, advice, and referral to people seeking asylum and refugees around a range of different issues including immigration, housing, food, social and recreational, financial, material aid, employment, education, and family violence. The Client Support Services team works closely with other key stakeholders in Melbourne to enable safe and appropriate referrals.

Position Purpose

The purpose of a Client Support Services Coordinator is to provide information and referrals and, where required, short-term and medium-term service coordination for clients in a collaborative and multidisciplinary environment. The role offers a short-term bridge and response to meet the varied practical assistance people may need. Working in close collaboration with the Client Engagement Team, including shared team meetings, the role delivers holistic service coordination to reduce the need for re-presentation and therefore empower clients to live within their potential. The Social Services Coordinator also provides support as required to other Humanitarian Services staff in the delivery of the overall Humanitarian Services stream.

Key Accountabilities

- Deliver holistic services from a trauma informed, human rights based and strength driven approach that maximises agency, independence, dignity and choice for clients.
- Provide consistent information, referrals and, where required, short-term and medium-term coordination (i.e. for clients receiving housing support through the ASRC) of services according to the client's identified needs and goals.
- Apply prioritisation, human rights based principles and the MARAM framework in all your work.
- Conduct psychosocial assessments and service assessments with clients.
- Coordinate and track referrals (internal and external) to ensure pathways meet service user and ASRC expectations of service offered and quality of service.
- Comply with reporting requirements to allow monitoring of the program's efficacy and budget, including accurate and timely case noting.
- Actively support, de-escalation of client incidents, other ASRC teams with vulnerable clients, and the client incident responder roster.

- Contribute to other tasks and roles as reasonably required within Humanitarian services, for example, duty responsibilities, volunteer/student placement supervision, monitoring the queue list alongside the Client Engagement Team, training, client support consultation, supervision, reflective practice, and administration.

All ASRC People Will:

- Actively contribute to and uphold occupational health and safety standards to ensure the ASRC workforce feel safe and supported at work
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life
- Demonstrate the ASRC values through behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements**Essential Skills, Experience & Qualifications**

- Relevant qualification in Social Work or a related professional discipline
- Experience in providing service coordination and support to people seeking asylum, refugees, or clients with complex needs
- Demonstrated experience undertaking intake and assessment in a busy, high-paced work environment
- Adaptive and excellent complex interpersonal capabilities
- Experience in problem analysis and identifying practice trends
- Ability to undertake psychosocial assessments and crisis response.
- Experience in volunteer management and student placement supervision including recruitment, training, supervision and on-going support.
- High level skills and understanding of working with culturally diverse populations and commitment to cultural inclusive practice.
- Experience and understanding the impacts of trauma, homelessness, mental health, child protection and family violence.
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Desirable:

- Lived experience of seeking asylum
- Bi-lingual or multi-lingual (including proficiency in English and identified community languages) in the following languages: Farsi, Tamil, Urdu, Hazaragi, Arabic or Pasto.

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: