

SCARF FAMILY CASE WORKER (CALD) POSITION DESCRIPTION

Organisation

SCARF Refugee Support is a volunteer-powered community organisation that supports people from refugee backgrounds settling in the Illawarra by creating connections and generating opportunities to build a sense of belonging; promote inclusion; and empower individuals and families to lead independent lives.

SCARF provides community-based support that promotes friendship, connection and social engagement for refugee individuals and families through all stages of their settlement experience. SCARF services are focused in the areas of social inclusion, education and employment support. Programs and activities include SCARF befriending, education & tutoring programs for primary, secondary & tertiary students, continuous adult learning, learner driver mentoring, community education, social excursions and events, and youth programs including social, educational and recreation activities.

Position Profile

Position:	Family Case Worker (CALD)
Reports to:	CEO
Fixed-term contract:	Part time (28 hours per week) to June 2021 with the possibility of extension
Award classification:	SCHADS award
Working hours	This position requires some flexible working hours

Position Summary

Working in collaboration with the wider SCARF team the Family Case Worker is responsible for coordinating referrals and requests for assistance (triage) and providing case managed support to SCARF community members and their families assessed as having complex needs or requiring additional supports. The Case Worker will also support the allocation and delivery of services provided by trained SCARF volunteers across oversubscribed and high demand SCARF programs such as befriending, tutoring and employment support.

Duties & Responsibilities

Responsibilities include:

- Engage and support former refugees and their families living in the Illawarra to increase their connectedness with peers and community, health and social services, education, and employment
- Contribute to the development and implementation of a case management framework for SCARF
- Assess and triage new referrals
- Provide case managed support including assessment, information, assertive outreach and referral with SCARF clients and their families assessed as having complex needs or requiring additional supports
- Maintain appropriate case notes, records for documentation and contribute to reports as required
- Support and refer to other service providers within the Illawarra or where required
- Develop and facilitate group activities and programs, working alongside volunteers and other staff (virtually and face-to-face)
- Guide and assist bilingual support workers and volunteers in the delivery of one-on-one and group based programs to vulnerable families and individuals from refugee and refugee like backgrounds
- Work flexibly and collaboratively with external service delivery providers and a small internal team unit
- Participate in supervision, professional development and reflective practice to develop and enhance best practice

- Represent SCARF at interagency meetings and events

Qualifications, Experience, Knowledge & Skills

Qualifications

- Relevant tertiary qualifications (Human Services, Psychology, Social Work, Welfare)

Experience & skills

Essential

- Minimum 3 years experience in a similar role
- Compassionate case worker - has experience in providing case management support with people from culturally and linguistically diverse backgrounds and/or who have experienced complex trauma
- Sound understanding and experience in the development of policies and procedures to improve client outcomes
- High level interpersonal and communication skills, including verbal and written skills
- Excellent rapport building and relationship management experience - ability to facilitate, maintain and manage good working relationships between staff, volunteers, stakeholders and community members
- Strong organisational and time management skills, including the ability to set clear priorities between competing demands for resources and manage own tasks with minimal supervision
- Demonstrated self-motivation and results driven
- Proficient in MS Office Suite and experience using client/case management database systems

Desirable

- An understanding of, or experience working with Volunteers
- Ability to develop fresh, creative approaches and innovate as appropriate

Personal characteristics & competence

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency
- **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organisation.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organisation and to create new opportunities.
- **Person Centred Practice:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organisational parameters.
- **Fosters Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organisational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organisation and the community members we support.
- **Decision making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organisation.
- **Organise:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Task Centred Practice:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations to resolve the problem