



POSITION DESCRIPTION

POSITION DETAILS	
PD NUMBER	PD0010REF
POSITION TITLE	PROGRAM OFFICER – CASE WORK
REPORTS TO	General Manager Refugee & Youth Support
DIRECT REPORTS	NIL
GRADE	SCHADS Level 4
HOURS	Part time – 35 hours per week/as per contract
BUSINESS UNIT/LOCATION	MCCI Office, Corrimal St, Wollongong Travel throughout the Illawarra/Shoalhaven region
ROLE PURPOSE	<p>The program officer – case work role provides comprehensive casework and advocacy support to clients from culturally and linguistically diverse (CALD) backgrounds settling in the Illawarra and Shoalhaven regions. They are responsible for assisting and undertaking assessment and casework for individuals who have recently arrived and who may come from refugee or refugee-like backgrounds.</p> <p>They possess strong case work experience, communication skills, cultural competence, and a passion for community development.</p>

POSITION TASKS AND RESPONSIBILITIES

Sustainability

- Support the intake process and needs assessment of casework clients
- Maintain program documentation including individual case plans as per MCCI guidelines and contractual obligations
- Liaise with the practice leader to ensure service standards are always met, including crisis intervention support and escalation of risk situations to general manager
- Keep accurate case notes, and record data into DEX and other performance reporting systems for all casework activities
- Promote MCCI programs and contribute to the development of new and existing mutually beneficial partnerships
- Assist in the preparation of grants and tenders as directed.

Community Reach

- Work with the Marketing and Communications Team to successfully promote programs and activities
- Maintain effective collaborative working relationships with external key stakeholders to ensure effective referral pathways and supports are in place for clients
- Assist in the development of cultural training and other resources to achieve program aims
- Represent MCCI at relevant meetings, networks etc., that will further the aims of projects
- Support community-based *and* emergency response activities, which may fall outside the standard hours of work or on weekends, as required.

Consumer Satisfaction and Impact

- Work effectively with stakeholders, partners, and collaborators to develop and deliver project outcomes
- Adhere to the referral process, ensuring referrals and exits are completed in a timely manner and to the satisfaction of clients and in response to needs assessment plans
- Utilise feedback obtained to regularly review and inform continuous improvement of programs and services assigned to the role
- Ensure programs and services are delivered to the National Settlement Outcome Standards as outlined in MCCI Plans and Program Logic
- Ensure individual clients are supported in line with their goals and needs assessment plans.

People and Culture

- Work collaboratively with the volunteer coordinator to ensure volunteer resourcing levels are maintained for programs and activities assigned to their role
- Maintain effective communication with internal stakeholders
- Attend and contribute to regular staff and team meetings
- Maintain a commitment to prioritising ongoing professional development and education
- Maintain professional boundaries and clearly communicate the limitations of our services with community members.


Service Delivery and Quality

- Ensure accurate case notes are taken and recorded for all active cases and support the practice lead with this process
- Activate referral processes for clients and ensure these are actioned in a timely manner, including referrals post-exit when required

- Develop comprehensive plans for programs and cases
- Deliver services consistent with activity work plans and MCCI policies and procedures
- Undertake assessment and casework for settlement clients that present with medium to high intensity of support needs
- Raise foreseeable issues well in advance to the practice lead and inform them if additional support is required
- Ensure a safe environment is provided and maintained for programs, consistent with MCCI's WHS system and risk management plan
- Maintain appropriate records of programs and activities across all work cases and keep accurate data in DEX and MCCI records management systems
- Provide accurately and timely information for monthly reports
- Assist and contribute to MCCI's internal audit program, quality reviews and accreditations where required
- Perform any other required duties as instructed by the general manager
- Participate in regular formal supervision meetings for case workers including external group supervision.

Role requirements	
Values and Behaviours	<ul style="list-style-type: none"> • Diversity – We believe in and celebrate an inclusive and culturally diverse society • Respect – We value the contributions of all people and uphold the dignity of others • Integrity – We always act in an open, honest, ethical, and courageous way • Empowerment – We advocate and actively support others to realise their aspirations and goals • Collaboration – We work cooperatively with others who share our vision, values, and purpose • Hope – We are inspired by the potential that change can bring to our community.
Underlying Characteristics	<ul style="list-style-type: none"> • Time management – ability to handle multiple tasks simultaneously • Ability to cope with competing priorities and resources • Demonstrate attention to detail, accuracy, and thoroughness in work produced • Work well in a team environment • Self-directed and autonomous, requiring minimal supervision • Presents ideas, information, and offers solutions with an informative and constructive approach • Display an innovative approach to improve systems and processes • Adept with technology including computer skills and other software • Effective group facilitation skills.
Experience Requirements	<ul style="list-style-type: none"> • Minimum two years' experience in a similar role within the community services environment • Strong understanding of the refugee and migration experience and the barriers in accessing culturally appropriate support services in a cross-cultural environment • Demonstrated knowledge and experience of casework frameworks in a multicultural context • Knowledge of trauma-informed practices in a multicultural context • Proven experience in providing leadership, supervision and support to a multi-disciplinary workforce from diverse cultural backgrounds • Experience in managing relationships with internal and external stakeholders • Relevant recent experience in the non-profit sector is desirable but not essential • Ensure compliance with child safety standards to provide a secure and supportive environment for young people.
Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualifications in social work, psychology or human services fields, or substantial relevant prior experience are essential
Licence/s & Checks	<ul style="list-style-type: none"> • Unrestricted motor vehicle licence (essential) • Comprehensive car insurance and registration if using car for work • Valid police check • Valid Working with Children Check (for employment) • Eligibility to work in Australia • Vaccinations as per MCCI policy

Employee Name	
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Employee Signature		Date	
CEO Signature		Date	