



## POSITION DESCRIPTION

Position title:	New Arrival Support Worker
Position holder:	
Position reports to:	Manager, New Arrival and Intercultural Programs
Program:	New Arrival and Intercultural Programs
Location:	Epping with outreach to Eltham

### MISSION - VISION - VALUES

Relationships are at the heart of why CatholicCare exists. We help people to build positive relationships, and repair connections when needed.

CatholicCare works on behalf of the Archdiocese of Melbourne and the Diocese of Sale with a mission to break down the barriers to social inclusion by strengthening families and communities.

Our vision is for a stronger, more resilient and inclusive society – where everyone can reach their potential and enjoy life to the full.

We draw on the principles of Catholic Social Teaching to inspire and direct our endeavours. As an organisation, and as individuals, we value; Dignity, Compassion, Collaboration, Inclusion, and Responsibility.

*“I have come so that you may have life and have it to the full”*

{John 10:10}

### POSITION PURPOSE

#### ***New Arrival and Intercultural Programs***

Provide settlement support to newly arrived people who are residing in catchment areas determined by the Commonwealth Department of Social Services for Catholic Care’s allocated Settlement Engagement and Transition Support (SETS) for eligible new arrivals, especially Humanitarian entrants and refugees including:

- Initial intake assessment
- Crisis response
- Assessment
- Low and medium intensity case management
- Group based learning and individual capacity building

Under the direction of the Manager, New Arrival and Intercultural Programs, perform specific delegated responsibilities in relation to:

- Representing CatholicCare on relevant networks and forums
- Running local SETS Implementation Reference Groups
- Developing new group programs
- Representing the Program in internal stakeholder relations and CatholicCare in external stakeholder relations
- Undertaking development or collating program and client information resources

## POSITION ACCOUNTABILITIES

*NOTE: This position description intends to describe the general nature and level of work related to this role. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not necessarily significant.*

KEY RESULT AREA	ACCOUNTABILITY	INDICATORS
<b>Clients and Outcomes</b>	<p>Providing case management services that are sensitive to issues pertaining to diversity of gender, race, religion and culture</p> <p>Ensuring the maintenance of client information records in an accurate and timely manner maintaining principles of confidentiality and privacy according to legal and agency standards</p> <p>Preparing progress reports as required</p> <p>Working with the Manager to develop and deliver targeted groups that will provide information, support and individual capacity building to promote effective settlement for individuals and families</p> <p>Completing outreach work to clients in various locations</p>	<p>Client data – throughput, types of caseload, key impact metrics including SCORE indicators</p> <p>Feedback from practice supervision in relation to adequacy and appropriateness of practice techniques including support assessment, goals and support strategies</p> <p>Client file audit findings within CCAM parameters</p> <p>Groups data – throughput, client characteristics types of caseload, key impact metrics including SCORE indicators</p>
<b>People and Team</b>	<p>Sharing responsibility for outputs with relevant team members</p> <p>Participating in team and organisation planning and development sessions</p>	<p>Agreed personal targets in relation to the individual support and group activities to be allocated amongst team members</p> <p>Attendance and relevant contribution</p>
<b>Resources and finances</b>	<p>Ensuring stewardship of CCAM resources within delegated authorities</p>	<p>Internal audit findings on authorisations within delegated authorities and controls (e.g. double authorisations)</p> <p>Reports damage or faults with property, equipment or vehicles on a timely basis</p>
<b>Strategy and innovation</b>	<p>Assisting the Manager to develop solutions for specific challenges or changes</p> <p>Assisting the Manager to undertake specific projects to that respond to new opportunities</p>	<p>Preparedness to contribute, apply knowledge and personal capabilities and accept specific delegated tasks</p>
<b>Compliance and reporting</b>	<p>Documenting activities and completing data collection</p> <p>Reporting regularly to the Program manager on relevant client support issues</p>	<p>System audits of CCAM client information management system – Penelope</p> <p>Issues flagged on timely basis using appropriate communication methods</p>
<b>Relationships &amp; collaboration</b>	<p>Conducting community and service providers' forums and information to market CCAM SETS Clients services</p> <p>Working with SETS Capacity Building funded agencies to address broader capacity building issues in the community or in other sectors</p>	<p>Participation in local service sector forums</p> <p>Talks and presentations provided to promote CCAM SETS Client Services</p>

KEY RESULT AREA	ACCOUNTABILITY	INDICATORS
	<p>Liaising with other service providers and client communities; and participates in relevant networks as delegated to ensure the effectiveness of services delivered by CatholicCare</p>	<p>As a team member, accepts delegated relevant responsibilities for selective involvement in regional and statewide networks and forums including the Commonwealth’s SETS Communities of Practice</p> <p>Does not misrepresent personal views as CatholicCare positions</p> <p>Manages involvement to limit over-involvement in ‘non-core’ networks and forums</p> <p>Reports back to team and manager using appropriate methods on relevant issues</p>
<p><b>Quality &amp; planning</b></p>	<p>Actively promoting and undertaking quality improvement activities</p> <p>Ensuring a culture mindful of risk management, health &amp; safety at all times</p> <p>Meeting required professional standards in the conduct of settlement work</p> <p>Contributing to ongoing Quality Improvement as required</p>	<p>Maintain and develop personal knowledge in area of expertise</p> <p>Compliance with CatholicCare’s Risk Management &amp; OH&amp;S policies, procedures &amp; legislative requirements</p> <p>Can identify priority outcome area and impacts.</p> <p>Demonstrates practical ability to support clients to achieve, use judgment in crisis and run groups</p> <p>Demonstrates awareness of core ethical, safety and legal issues in relation to working with adults, adolescents and children</p> <p>Participates as requested in Quality Improvement and demonstrates understanding of this as essential part of responsive practice and service delivery</p>
<p><b>Personal performance management</b></p>	<p>Managing self and performance in the role and to the expectations of a professional and ethical practitioner demonstrating CatholicCare values especially the value of ‘Responsibility’</p> <p><b>Areas for emphasis:</b> Participating in supervision meetings and professional development opportunities.</p> <p>Managing time effectively</p>	<p>Participates in scheduled supervision and professional development meetings</p> <p>Learns from mistakes and seeks feedback</p> <p>Accepts counsel with good grace if given in good grace</p> <p>Seeks professional support when advised</p> <p>Participates in relevant professional development activities as directed by manager</p> <p>Identifies and negotiates additional professional development with Manager that relates to personal work program</p>

KEY RESULT AREA	ACCOUNTABILITY	INDICATORS
	<p>Maintaining appropriate professional boundaries to ensure sound judgement and actions</p> <p>Applying a process for making difficult decisions that involve trade-offs or dilemmas after consulting, seeking advice and/or documenting options, risks and impacts</p>	<p>Uses appropriate tools and approaches to manage time</p> <p>Maintains accountable diary transparent to Management where appropriate</p> <p>Flags risks of critical deadlines not able to be met in timely manner</p> <p>Reallocates priorities when required</p> <p>Acts ethically and wisely</p> <p>Makes decisions</p>
<b>Other duties</b>	Other duties, consistent with the position, as required and directed	

## KEY SELECTION CRITERIA

### Qualifications

- Tertiary qualifications in social welfare, community development or another relevant discipline and/or relevant community work experience

### Experience

- Three years minimum experience working in the field of refugee and settlement, running groups, writing assessment reports and working a part of a team, working with volunteers

### Competencies

- Ability to deliver case management services to client from refugee and humanitarian background communities; to develop and deliver group programs
- Strong communications skills, including in spoken English. Good English language writing skills
- Knowledge of community services, and the ability to support or individual advocate for newly-arrived clients to access the services they need
- Ability to work collaboratively within a professional environment, and to cooperate to achieve team objectives and deliver team work outcomes
- Understanding of the settlement needs and issues of Refugees and Humanitarian Entrants
- Understanding and commitment to the principles of community development
- Fluency in relevant community languages
- Specific computer literacy skills:
  - Familiarity with DIAC OSCAR data collection system is advantageous
  - IT literacy, including ability to use MS Word, MS Outlook, and database applications
  - Intermediate skill using the Microsoft Office Suite

### Personal qualities and attributes

- Flexibility to work across multiple sites
- Well-developed interpersonal skills, including culturally sensitive practice, and the ability to engage effectively with other service providers and stakeholders
- Ability to work independently and to plan and organise activities according to priorities and established deadlines

- Ability to work effectively in, and contribute to, a positive and productive team environment
- Commitment to the values of CatholicCare

**Other requirements**

- A Victorian Driver Licence
- A current Australia Wide Police Check
- International Police check (if you have lived overseas for 12 months continuously in the past 10 years)
- A current Working with Children Card

**JOB SCOPE**

Roles reporting to this position:	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
Key stakeholders – internal:	<ul style="list-style-type: none"> <li>• Manager, New Arrivals and Intercultural Program</li> <li>• New Arrivals and Intercultural Program team members</li> <li>• Other CatholicCare Program staff on specific clients, supports or projects</li> <li>• Administration, site and corporate staff in relation to relevant matters</li> </ul>
Key stakeholders – external:	<ul style="list-style-type: none"> <li>• Sector networks, referral partners and relevant community groups within the community</li> </ul>
Budgetary accountability:	<ul style="list-style-type: none"> <li>• Within scope of allocated expenditure for specific activities and delegated authorities and controls</li> </ul>
Confidentiality of information:	<ul style="list-style-type: none"> <li>• Significant client base contact within the community</li> </ul>

**JOB CONDITIONS**

Conditions of Employment are in accordance with the Centacare Catholic Family Services (CCFS) Employment Agreement 2008. CCFS changed its name to CatholicCare on 4 April 2011, but the Centacare Catholic Family Services Employment Agreement 2008 endures until it is re-negotiated and updated.

CatholicCare has Public Benevolent Institution tax status; our employees can reduce their taxable income through salary packaging and thereby increase their take-home salary.

All staff employed by CatholicCare are expected to perform their work in a manner consistent with the mission and practice framework of the organisation.

There may be occasions when overtime is necessary to complete tasks; however, this is not the norm.

**SIGNATURES**

Employee:	Date:
Senior Manager/Director:	Date:
Director Human Resources:	Date: