

## Position Description

<b>Position Title:</b>	Settlement Case Manager
<b>Program:</b>	Settlement Engagement and Transition Support (SETS)
<b>Location:</b>	As per employment contract. Travel to other locations will be required.
<b>Reports To:</b>	Manager, Settlement, Refugee and Asylum Seeker Services or Team Leader, Settlement Engagement and Transition Support (SETS)
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

## CatholicCare Victoria Values

Values	Behaviours
<b>Respectfulness</b>	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
<b>Integrity</b>	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
<b>Inclusivity</b>	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

<b>Date of Position Description:</b>	October 2024	<b>Position Description Template Version:</b>	May 2024
--------------------------------------	--------------	---	----------

<b>Collaboration</b>	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
<b>Compassion</b>	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

## About the Program/Section

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth families, individuals, and communities with target programs in relationship services, counselling, homelessness, family law, parenting/family support, AOD work with CALD populations, children's mental health, refugee and settlement support, communities for children (Shepparton) carer support, kinship care, emergency relief, prison chaplaincy, youth justice, and victims' assistance.
- Service Development and growth including the Schools Program and CCVT contract management.

CatholicCare Victoria is a Settlement Engagement and Transition Support (SETS) provider, funded by the Department of Home Affairs. The SETS program works closely with Humanitarian Entrants, other eligible permanent migrants and their communities to address their settlement needs, in order to improve social participation, economic well-being, independence, personal well-being and community connectedness. Another purpose of the SETS Program is to build the capacity of small and/or ethno-specific organisations to better support their local communities. CatholicCare operates SETS from Dandenong, Wyndham Vale and Epping sites.

## Position Summary

The Settlement Case Manager is responsible for providing settlement support to newly arrived people, especially Humanitarian Entrants and Refugees. Support includes low and medium intensity case management, group based learning and individual capacity building.

Settlement Case Managers have a specific focus on helping clients to improve their English language skills, engage in Education and Training, and ultimately gain meaningful Employment, provide case management support, group programs and information sessions. These activities provide clients with settlement-related information, advice, advocacy, and assistance to access mainstream and other relevant services.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Client Support	<ul style="list-style-type: none"> <li>• Deliver intake services that provide the opportunity for an initial needs-based assessment to be undertaken that determines the level of support required by the client.</li> <li>• Support newly arrived families to improve family wellbeing through informal support groups and access to appropriate services.</li> </ul>

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

	<ul style="list-style-type: none"> <li>• Provide case management services that are sensitive to issues pertaining to gender, race, religion and culture and that are cognisant of an individual's refugee experience.</li> <li>• Advocate on behalf of the client in areas where there are complex issues with other agencies; assist with the provision of information in relation to community resources and support the client to access these services.</li> <li>• Ensure the maintenance of client information records in an accurate and timely manner, maintaining principles of confidentiality and privacy according to legal and agency standards.</li> <li>• Work with the line manager and team members to develop and deliver targeted groups that will provide information, support and individual capacity building to promote effective settlement for individuals and families.</li> <li>• Organise and run group activities and information sessions on a variety of topics.</li> <li>• Complete outreach visits to clients in various locations as required.</li> <li>• Regularly monitor client progress, review interventions and outcomes and provide advice regarding referral to suitable services.</li> <li>• Development of goals, action plans and where appropriate safety plans with clients through direct work with individuals and groups.</li> <li>• Actively manage referrals and respond to clients within program timeframes</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Share responsibility for achieving program targets with relevant team members.</li> <li>• Actively participate in team meetings and organisation planning &amp; professional development sessions.</li> </ul>
Networking and Collaboration	<ul style="list-style-type: none"> <li>• Participate in community and service providers' forums and information sessions on behalf of CatholicCare Victoria and SETS program. Work collaboratively with settlement service providers, and other services relevant for the SETS target population</li> <li>• Work alongside other SETS providers to address broader capacity building issues or other relevant issues impacting the communities we support.</li> <li>• Collaborate with other community agencies and refer clients who need their services.</li> <li>• Conduct community consultations to discuss issues, needs, and challenges affecting the settlement and integration of specific cohorts.</li> <li>• Consultation with ethno-specific community groups to identify common goals, interests and needs,</li> <li>• Access support from community volunteers as needed.</li> </ul>
Quality and Planning	<ul style="list-style-type: none"> <li>• Actively promote and undertake quality improvement activities as required.</li> <li>• Ensure your practice and case management operates within the Guidelines set out by the program and funding bodies.</li> <li>• Keep appropriate case management records such as case note recording within CatholicCare Victoria's client management system.</li> <li>• Encourage a culture mindful of risk management, health &amp; safety at all times.</li> <li>• Uphold required professional standards in the conduct of settlement work.</li> </ul>
Performance	<ul style="list-style-type: none"> <li>• Manage your own performance in the role, upholding professional standards and demonstrating commitment to all CatholicCare Values.</li> <li>• Actively participate and contribute to supervision sessions and professional development opportunities with line manager.</li> <li>• Maintain appropriate professional boundaries to ensure sound judgement and actions.</li> </ul>

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

	<ul style="list-style-type: none"> <li>Applying a process for making difficult decisions that involve trade-offs or dilemmas after consulting, seeking advice and/or documenting options, risks and impacts with line manager.</li> </ul>
--	---

The position is also required to perform other duties as lawfully and reasonably directed.

## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship:

The position reports to and works under the general direction of the line manager.

### Position/s Reporting to Position:

Not applicable.

### Authority:

The position works within established guidelines and established practices.

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

## Stakeholder Relationships

### Internal Relationships:

- operates as a member of the SETS team, across all sites;
- collaborates with other teams within the Client Services portfolio and the wider CatholicCare Victoria organisation.

### External Relationships:

- Relevant Settlement and Multicultural Networks;
- Represents CatholicCare Victoria in external forums and meetings as required;
- Actively engage with the relevant external services operated in Melbourne and surrounds.

## Organisational Responsibilities of the Position

### Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	October 2024	Position Description Template Version:	May 2024
-------------------------------	--------------	--	----------

## Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

## Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

## Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

## Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## Key Requirements

### Qualifications and/or Training

1. Tertiary qualifications in community services, social welfare, or another relevant discipline.

### Experience

2. Relevant experience working in a community services role with members of the Culturally and Linguistically Diverse community is essential, previous experience in the field of refugee and settlement will be highly regarded.
3. Relevant experience in running groups and writing assessments/reports is essential.
4. Relevant experience working with volunteers and running community consultations will be highly regarded.

### Knowledge, Skills and Attributes

5. Ability to deliver case management services to clients from refugee and/or humanitarian backgrounds, including group programs.
6. Well-developed interpersonal skills (written and verbal), including culturally sensitive practice, and the ability to engage effectively with other service providers and stakeholders.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	October 2024	Position Description Template Version:	May 2024
-------------------------------	--------------	--	----------

7. Demonstrated ability to work with people from culturally and linguistically diverse backgrounds.
8. Ability to work collaboratively within a professional environment to achieve team objectives and to deliver positive work outcomes.
9. Understanding of the settlement needs and issues experienced by Refugees and Humanitarian Entrants.
10. Understanding of the Settlement Sector Quality Framework, and an ability to apply the Key Settlement Sector Principles and Practices to this role.
11. Bilingual in relevant community languages.
12. IT literacy, including ability to use MS Word, MS Outlook, and database applications.
13. Ability to work independently and to plan and organise activities according to priorities and established deadlines.

### Child Safety

14. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.
15. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
16. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

### Other Requirements

- Current driver’s licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent’s responsibility to maintain a current valid Driver’s Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

### Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

CatholicCare Victoria reserves the right to advertise positions and make no appointment.