

Case Manager – HSP

- **Western Sydney location**
- **SCHCADS Award 2010- Level 5**
- **Fixed- Term Full-Time (35 hours a week)**

SydWest Multicultural Services is the leading community organisation connecting and empowering people of all cultures. Our purpose is Connecting Cultures & Building Communities. The values underpinning our work are Accountability, Collaboration and Excellence. Through person-centred services, representation and evidence development we are empowering individuals and building the social capacity of communities. The organisation focuses on people who are vulnerable and most in need across the life course. We have offices in Blacktown, Mt Druitt, Penrith and Rouse Hill.

We offer our staff many benefits such as flexible working arrangements, flexi-time and salary sacrifice packaging. For further information please check this link

<http://www.sydwestms.org.au/get-involved/employment-opportunities>

Role Overview:

The HSP Case Manager – Tier 3 role is part of the organisation's Community Engagement Division and is funded through the Humanitarian Settlement Program (HSP). It is responsible for providing holistic case management support to newly arrived refugees and humanitarian entrants with complex needs who have been approved for Tier 3 services to facilitate effective, sustainable settlement in Australia. It is flexible, client focused and will use a strength-based approach based on the client's needs. The position will utilize their skills and abilities to minimise suffering, poverty, distress disadvantage and enhance their access to services that would enable them to participate equitably in the Australian society, irrespective of their ethnic, cultural or religious backgrounds. This role fixed-term full-time position, 5 days a week (35 hours) and will be on a 1-year contract.

Key Accountabilities:

- Referring potential cases to SSI/DSS for assessment and liaising with SSI to determine eligibility and acceptance
- Needs Assessment, Case Management Plan (CMP) and Implementation
- Complex Case Management
- Compliance
- Monitoring and Record Keeping
- Planning and Reporting
- Service Promotion
- Developing and maintaining positive relationships with key internal and external stakeholders, including relevant government services and service providers

Essential Criteria (*needs to be addressed on a separate document*)

- Bachelor of Social Work or Bachelor of Psychological Science(s) or Bachelor of Psychology
- At least 2 years' experience in complex case management supporting clients with high needs;
- Demonstrated experience supporting clients through a wide range of client crisis e.g family violence, homelessness, child protection, acute mental illness, disability
- Strong background in conducting needs assessment with clients;
- Extensive experience developing and reviewing case plans;
- Demonstrated experience meeting KPIs despite competing demands and time restrictions;
- Demonstrated ability to adhere to quality standards and compliance requirements and follow internal and Departmental policies and procedures
- Demonstrated experience in working with databases, spreadsheets and Microsoft Office applications
- Demonstrated experience in working with culturally and linguistically diverse communities, particularly humanitarian entrants and people from refugee backgrounds;
- Demonstrated experience in supporting clients(s) with disability
- High level interpersonal and communication skills
- National Police Check and Working With Children Check required
- Current driver's licence and access to a fully registered motor vehicle

To apply for this position, please submit the following to the Human Resource Officer - Claudia Abou Chaaya at hr@sydwestms.org.au

- **Resume**
- **Cover letter**

- **Name and contact details for two professional referees**
- **A document clearly addressing how you meet each of the Essential Criteria**
(applicants who do not address the essential criteria will not be considered)

Applications close: Tuesday 21 May 2019

All applicants need to present a satisfactory & current National Police Check, must hold a current driver's licence and access to a fully registered motor vehicle.

SydWest MS adheres to the principles and practices of equal employment opportunity, workplace health and safety and is a child safe organisation.