

Position Description

Position Title:	Casework Manager (The Arrupe Project)
Location:	Westmead (with some travel to the head office in Elizabeth Bay and other locations around Western Sydney)
Reports to:	Manager, the Arrupe Project
Award:	SCHADS Level 6.1
Conditions	Part time position, 0.8 FTE <i><u>For 12 months, with the possibility for renewal depending on funding</u></i>

ORGANISATIONAL BACKGROUND

Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees and forcibly displaced people. JRS works in situations of greatest need, where people are most vulnerable, where there are gaps in services and where partnerships can be formed to better serve people seeking safety.

In Australia, JRS works to uphold the rights of people who are in the process of seeking asylum and aims to support people to empower themselves, to live meaningful and dignified lives while feeling welcomed and connected to a more fair and just community.

As an independent, not-for-profit, non-government organisation JRS Australia undertakes the following activities:

- Supports and accompanies community-based people seeking asylum and refugees through a holistic programme of casework, financial assistance, community activities, food bank, English classes, an employment program, a women's program, workshops and drop-in programs provided through Arrupe Place and JRS's Community Centre in Parramatta.

- Supports and accompanies people seeking asylum and refugees through the Arrupe Project, which includes temporary accommodation provided through the Blaiket Shelter.
- Supports and accompanies people seeking asylum who are held at detention facilities across Australia or who have been in detention in the past.
- Raises awareness with young people and others in the community through schools, community centres and other stakeholders about forced displacement, social justice, human rights, the situation of people seeking asylum in Australia, the barriers that they face, and ways to get involved.
- Undertakes research and advocacy with and on behalf of people seeking asylum and refugees in Australia in order to advise government and nongovernment organisations (NGOs) on policy and program responses.
- Supports JRS projects and activities overseas, for example, through international advocacy and campaigns.

PRIMARY OBJECTIVES

To support people seeking asylum, refugees and other forcibly displaced people in Western Sydney; through empowering, dignified, and welcoming services.

To oversee and supervise the JRS Casework Team; including the coordination of casework meetings, intake and referrals, the implementation of systems and policies, and the oversight of client file management and statistical reporting.

To maintain a caseload of low/medium/high needs clients and to assist with drop-in clients, as required.

To manage and report on the delivery of financial assistance and material aid.

To coordinate the Blaiket Shelter, including liaising with the volunteer Blaiket House Manager around issues relating to House meetings, maintenance and liaising with the Parish.

To work with the Volunteer Coordinators for the JRS Head Office and Arrupe Place; to coordinate the placement and supervision of accompaniment and home visiting volunteers.

To undertake other relevant activities as required by the Arrupe Project Manager.

KEY TASKS AND RESPONSIBILITIES

Casework, Accompaniment and Emergency Relief Coordination

- Coordinates weekly casework meetings, including determining the eligibility of clients and monitoring and allocation of incoming referrals in and outgoing referrals to appropriate services.

- Coordinates the distribution of financial and emergency relief support, including: fortnightly Regular Living Allowance payments and other emergency payments.
- Coordinates the distribution of food and material aid including, food vouchers, donated goods, meals and client eligibility for the JRS Food Bank.
- Coordinates the intake, assessment, and placement of clients in temporary accommodation at the Blaiket Shelter.
- Works with the volunteer Blaiket House Manager to coordinate House meetings, resolve maintenance issues and liaise with the Parish.
- Ensures that people seeking asylum and refugees who access JRS services have equal access to supportive, empowering, dignified and welcoming services.

Volunteers and Community Centre Activities

- Works with the Volunteer Coordinator – Arrupe Place in organising appointments for the Home Visiting and Accompaniment Programs.
- Assists home visiting volunteers to become aware of client needs and put them in touch with the caseworker or other appropriate staff.
- Visits people seeking asylum and refugee clients as agreed and when needed as part of the Home Visiting Program.
- Assists with the day-to-day running of drop-in activities at Arrupe Place.
- Assists with community development projects and other support services at Arrupe Place as needed.

Networking and Advocacy

- Establishes productive working relationships and liaises with other service providers and other stakeholders in the sector.
- Advocates for the rights and support needs of people seeking asylum through the appropriate channels.

Reporting and Record Keeping

- Oversight of casework record keeping processes.
- Provides quarterly reports to the Arrupe Project Manager and JRS Board.
- Provides statistics and case studies as required.

Philosophy, Mission and Values

- Understand and demonstrate the Mission and Values of JRS on a day-to-day basis; respect, hope, dignity, solidarity, hospitality, justice and participation.
- Adhere to the policies and procedures of JRS.
- Adhere to the JRS and the Australian Jesuit Province Code of Conduct.
- Work closely with the relevant people in all of the Jesuit ministries to ensure that Ignatian spirituality is fostered.
- Behave in a culturally and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, ethnicity, migration status, ability or any other ground.
- Provide and promote an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence – to ensure that acceptable standards of conduct are maintained at all times and take appropriate action if unacceptable conduct is observed.

Occupational Health and Safety

- Comply with the requirements of relevant Work, Health and Safety (or Occupational, Health and Safety) Acts and related procedures developed by JRS.
- Work in a manner that considers duty of care for self and others and be safety conscious at all times.
- Report inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents.

Quality Assurance and Continuous Improvement

- Attend relevant meetings, workshops, conferences and training, as required.
- Become familiar with, and follow JRS and the Jesuit Province's quality and standard policies, procedures and management instructions.
- Be open to new ways of doing things that enhance working in an environment that is inclusive and that subscribes to the Ignatian way.
- Strive for continuous improvement in the quality system and work practices by being alert to opportunities for improvement.
- Maintain confidentiality in relation to clients, staff and volunteer issues and all JRS' programs.

SELECTION CRITERIA

Essential Requirements:

- Tertiary qualifications in social work, psychology, welfare or another relevant discipline, or equivalent experience.
- Extensive casework experience, including conducting assessments, providing information and referral, and managing complex cases.
- Understanding of the issues faced by people seeking asylum and refugees living in Australia.
- Capacity to coordinate and oversee a team of caseworkers and volunteers.
- Outstanding oral, written, interpersonal and cross-cultural communication skills.
- Ability to work effectively as part of a team.
- Competent in using MS Office and online database/reporting systems.
- Commitment to working within current EEO, WH&S, and child protection legislation.

Desirable:

- Direct experience working with people seeking asylum or refugees.
- Proficiency in a relevant community language.
- Experience in managing a team of caseworkers
- People with lived refugee experience are highly encouraged to apply.

Application Process:

If you would like further information about the **Casework Manager (The Arrupe Project)** position, please contact: Maeve Brown, Manager, The Arrupe Project, 9098 9336.

To apply, please address the selection criteria and send your response, along with your resume and a cover letter to: jobs@jrs.org.au by **5pm on Thursday, 27th September 2018**.

Thank you for your interest in working with Jesuit Refugee Service Australia.