

Position Description

Position Title:	Caseworker (Intake focussed)
Location:	Westmead/Parramatta with some travel to the head office in Elizabeth Bay and other locations around Western Sydney)
Reports to:	Casework Manager
Award:	SCHADS Level 4.1
Conditions:	Part time position, 0.6 F.T.E. (3 days a week) Contracted until 30 th June, 2021

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 refugees and 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 women seeking asylum to increase their understanding of domestic and family violence and sexual and gender based violence, its drivers and their rights, as well supporting women to access support and referral pathways.
- 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 our drop-in centre in Westmead and JRS's Community Centre in Parramatta.

- Supports and accompanies people seeking asylum who are held at detention facilities across Australia and those who have been in detention in the past or who have been transferred from Manus Island or Nauru.
- 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 non-government organisations (NGOs) on policy and program responses.
- Supports JRS projects and activities overseas, for example, through regional and international advocacy and campaigns.

POSITION OVERVIEW

JRS Australia requires an experienced, professional caseworker with a passion for and a commitment to ensuring the rights of people seeking asylum.

The JRS Caseworker position is responsible for providing accompaniment, casework services, and advocacy support to people in the process of seeking asylum in Australia, as well as other migrants in vulnerable situations. This position will focus largely on intake, but will also involve some casework with existing clients who are not linked in with a regular caseworker.

KEY TASKS AND RESPONSIBILITIES

Casework and Emergency Relief

- Conducts Intake Assessments with prospective JRS clients, ranging from low-needs assessments through to assessment of complex cases, and provides brief intervention, advocacy and referrals to internal and external services, including referrals for ongoing casework support.
- Responds to referrals for clients who do not have an allocated Caseworker at JRS but who have re-presented for casework support, completing a reassessment of needs and providing brief intervention, advocacy and referrals to internal and external services, including for ongoing casework support.
- Embodies JRS' mission of accompaniment in all dealings with clients.
- Maintains accurate electronic and paper records, including case notes and records of financial and material assistance provided.
- Assists in the distribution of financial and emergency relief support.
- Assists in the distribution of food and material aid.
- Other tasks as determined in consultation with your line manager

Volunteers and Community Centre Activities

- Assists the Volunteer Coordinator in organising appointments for the Home Visiting and Accompaniment Programs.
- Assists with the day-to-day running of drop-in activities at JRS Westmead Centre.
- Assists with community development projects and other support services as needed.

Reporting

- Keeps confidential client records and data stored in the JRS database.
- Provides quarterly stats and reports based on Multicultural NSW and other funders reporting guidelines.
- Provides quarterly stats and reports to the JRS Board.

Networking and Advocacy

- Establishes productive working relationships and liaises with service providers and other stakeholders in the sector.
- Advocates for the rights and support needs of refugees and people seeking asylum through the appropriate channels, including by gathering statistics, case studies and any other data requested by JRS staff, JRS partners, our funders or others as directed by the Casework Manager.
- Other tasks as determined in consultation with your line manager

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 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 is 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, including attending and actively participating in weekly Casework team meetings and JRS team meetings.
- 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 referrals, and managing complex cases.
- Demonstrated understanding of the issues faced by people seeking asylum and refugees living in Australia.
- Capacity to manage competing deadlines, prioritise workload appropriately and work in flexible manner.
- Sound oral, written, interpersonal and cross-cultural communication skills.
- Ability to work effectively as part of a team.
- Competent in using MS Office, Google Drive, 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.
- People with lived refugee experience are strongly encouraged to apply.

Application Process:

If you would like further information about the JRS Caseworker position, please contact: Katie Spiroski, Casework Manager, 02 9098 9336.

To apply, please address the selection criteria and send your response, along with your resume and a cover letter to: info@jrs.org.au by **5pm on Friday, 17th July 2020**.

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