



## POSITION DESCRIPTION

POSITION DETAILS	
<b>PD NUMBER</b>	PD0010REF
<b>POSITION TITLE</b>	<b>PRACTICE LEADER – CASE WORK</b>
<b>REPORTS TO</b>	General Manager Refugee & Youth Support
<b>DIRECT REPORTS</b>	Program Officers with case workload assigned to them. Volunteers supporting program delivery
<b>GRADE</b>	SCHADS Level 5
<b>HOURS</b>	Part time – 35 hours per week / as per contract
<b>BUSINESS UNIT/LOCATION</b>	MCCI Office, Corrimal St, Wollongong Travel throughout the Illawarra / Shoalhaven region
<b>ROLE PURPOSE</b>	The Practice Leader role provides comprehensive casework and advocacy support to clients from culturally and linguistically diverse backgrounds settling in the Illawarra and Shoalhaven regions. They are responsible for the leadership and support of case work officers including regular assessment of allocated case workloads, supervision and monitoring of compliance and contractual outputs.  They possess strong case work experience, communication skills, cultural competence, and a passion for community development.

## POSITION TASKS AND RESPONSIBILITIES

### **Sustainability**

- Lead the intake process and needs assessment of casework clients and assigns cases to case workers based on existing workloads and intensity of support required
- Monitor the progress of all case work cases, and adjust workloads across the team as required
- Maintain program documentation including individual case plans as per MCCI guidelines and contractual obligations
- Liaise with others in the team and Team Leader to ensure service standards are always met, including crisis intervention support and escalation to risk situations to General Manger
- Supervise data recording into DEX and other performance reporting systems for all casework activities
- Monitor and ensure projects are implemented within budget settings
- Promote MCCI programs and contribute to the development of new and existing mutually beneficial partnerships.
- Assist in the preparation of grants and tenders as directed.

### **Community Reach**

- Organise events and information sessions in line with individual plans and in conjunction with the Team Leader and General Manager.
- Work with Marketing and Communications Officer to successfully promote programs and activities.
- Maintain effective collaborative working relationships with external key stakeholders to ensure effective referral pathways and supports are in place for clients
- Assist in the development of cultural training and other resources to achieve program aims.
- Represent MCCI at relevant meetings, networks etc. that will further the aims of projects.
- Support community-based *and* emergency response activities, which may fall outside the standard hours of work or on weekends, as required

### **Consumer Satisfaction and Impact**

- Work effectively with stakeholders, partners and collaborators to develop and deliver project outcomes.
- Oversees the referral process, ensuring referrals and exits are completed in timely manners and to the satisfaction of clients and in adherence to needs assessment plans
- Utilise feedback obtained to regularly review and inform continuous improvement of programs and services assigned to the role
- Leads the administration of pre and post clients' consultation surveys across all casework cases
- Provide regular supervision to case managers and create opportunities to improve, reflect and implement best practice across programs with the aim to enable clients to thrive in their settlement journey
- Ensure case managers are equipped to prioritise the integrity of client data and documentation for timely and accurate reporting
- Provide specialist knowledge or expertise that further the aims of projects and programs
- Ensure programs and services are delivered to the National Settlement Outcome Standards as outlined in MCCI Plans and Program Logic
- Ensure individual clients are supported in line with their goals and needs assessment plans

### **People and Culture**

- Work collaboratively with the Volunteer Coordinator to ensure volunteer resourcing levels are maintained for programs and activities assigned to their role


- Maintain effective communication with internal stakeholders.
- Attend and contribute to regular staff and team meetings
- Maintain a commitment to prioritising ongoing professional development and education.
- Maintain professional boundaries and clearly communicate the limitations of our services with community members.

#### **Service Delivery and Quality**

- Lead and supervise the intake support service of clients needing case work support
- Responsible for assigning case work to the team, based on needs, intensity of support required, and existing workloads
- Ensure accurate case notes are taken and recorded for all active cases and support caseworkers with this process
- Oversee casework and caseloads across the team, including management of complex cases
- Oversee referral processes for clients and ensures these are actioned in a timely manner, including referrals post exit when required
- Develop comprehensive plans for programs and cases
- Deliver services consistent with activity work plans and MCCI policies and procedures
- Undertake assessment and casework for settlement clients that present with medium to high intensity of support needs
- Raise foreseeable issues well in advance the General Manager and inform them if additional support is required.
- Ensure a safe environment is provided and maintained for programs, consistent with MCCI's WHS system and risk management plan
- Maintain appropriate records of programs and activities across all case work cases and keep accurate data in DEX and MCCI records management systems
- Provide accurately and timely information for monthly reports
- Assist and contribute to MCCI's internal audit program, quality reviews and accreditations where required
- Perform any other required duties as instructed by the General Manager
- Provide regular formal supervision meetings to case workers and coordinates external group supervision for the team.
- Participate in regular supervision with the General Manager

<b>Role requirements</b>	
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Diversity – We believe in and celebrate an inclusive and culturally diverse society</li> <li>• Respect – We value the contributions of all people and uphold the dignity of others</li> <li>• Integrity – We always act in an open, honest, ethical and courageous way</li> <li>• Empowerment – We advocate and actively support others to realise their aspirations and goals</li> <li>• Collaboration – We work cooperatively with others who share our vision, values and purpose</li> <li>• Hope – We are inspired by the potential that change can bring to our community</li> </ul>
<b>Underlying characteristics</b>	<ul style="list-style-type: none"> <li>• Time management – ability to handle multiple tasks simultaneously</li> <li>• Ability to cope with competing priorities and resources</li> <li>• Demonstrate attention to detail, accuracy and thoroughness in work produced</li> <li>• Works well in a team environment</li> <li>• Self-directed and autonomous, requiring minimal supervision</li> <li>• Presents ideas, information and offers solutions with an informative and constructive approach</li> <li>• Displays an innovative approach to improve systems and processes</li> <li>• Adept with technology including computer skills and other software</li> <li>• Effective group facilitation skills</li> </ul>
<b>Experience Requirements</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years' experience in a similar role within the community services environment</li> <li>• Strong understanding of the refugee and migration experience and the barriers in accessing culturally appropriate support services in a cross cultural environment</li> <li>• Demonstrated knowledge of and experience of casework frameworks in a multicultural context</li> <li>• Knowledge of trauma inform practices in a multicultural context</li> <li>• Proven experience in providing leadership, supervision and support to a multi-disciplinary workforce from diverse cultural backgrounds</li> <li>• Experience in managing relationships with internal and external stakeholders</li> <li>• Relevant recent experience in the non-profit sector is desirable but not essential</li> <li>• Ensure compliance with child safety standards to provide a secure and supportive environment for young people</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in Social Work, psychology or Human Services fields, or substantial relevant prior experience are essential</li> </ul>
<b>Licence/s &amp; Checks</b>	<ul style="list-style-type: none"> <li>• Unrestricted motor vehicle licence (essential)</li> <li>• Comprehensive car insurance and registration if using car for work</li> <li>• Valid Police check</li> <li>• Valid Working with Children Check (for employment)</li> <li>• Eligibility to work in Australia</li> <li>• Vaccinations as per MCCI policy</li> </ul>

Employee Name	
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Employee Signature		Date	
CEO Signature		Date	