

## Position Description

<b>Position Title:</b>	Complex Caseworker (Parental Leave Position)
<b>Location:</b>	Parramatta (with some travel to the head office in Elizabeth Bay and other locations around Western Sydney)
<b>Reports to:</b>	Casework and Emergency Relief Manager
<b>Award:</b>	SCHADS Level 4.1
<b>Conditions:</b>	0.9 FTE (i.e. 9-day fortnight)  <i>Please note that this is a parental leave position and will be contracted until 24th March 2023.</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 refugees, people who are in the process of seeking asylum, and migrants in situations of vulnerability 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 and on temporary visas 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, foodbank, English classes, an employment program, a women's program focused on women who have experienced or who are at risk of SGBV.

- 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 Complex Caseworker with a passion for and a commitment to ensuring the rights of people seeking asylum.

The JRS Complex Caseworker position is responsible for providing accompaniment, casework services, and advocacy support to people in the process of seeking asylum, as well as other migrants in vulnerable situations in Australia.

## **KEY TASKS AND RESPONSIBILITIES**

### **Casework and Emergency Relief**

- Maintains a caseload ranging from low to complex needs clients, maintaining regular contact with clients and working alongside clients on an agreed upon strengths-based case plan, with a view to the client being self-supported as soon as possible.
- On a roster system, conducts holistic Intake Assessments with prospective JRS clients and reassessment of existing JRS clients to understand their needs and provide brief intervention and support.
- Embodies JRS' mission of accompaniment in all dealings with clients and works from a human rights, strengths-based, and trauma-informed lens.
- Works across JRS teams and across different sectors to provide timely and appropriate referrals, and case coordination when needed, for clients with complex needs and presentations.
- Maintains timely, accurate and comprehensive electronic and paper client records, including case notes and records of financial and material assistance provided, in line with privacy and confidentiality principles.
- Assists in the allocation and distribution of financial and emergency relief support.
- Assists in the allocation and distribution of food and material aid.
- Undertakes other casework tasks as advised by the Casework and Emergency Relief Manager.

## **Volunteers and Community Centre Activities**

- Assists JRS staff and volunteers with other community centre activities and drop-in support as needed and as directed by the Casework and Emergency Relief Manager, e.g. in relation to community development activities, the provision of Foodbank, or support for Reception team members.
- Provide support to volunteer intake support workers and volunteer opal card workers as required or as directed by the Casework and Emergency Relief Manager.

## **Reporting**

- Maintains timely, accurate, comprehensive and confidential client records stored in the JRS Database and in other filing systems as per funder or JRS needs.
- As required, provides statistics, reports and case studies to the Casework Manager for use in Board, funder and other stakeholder reports.

## **Networking and Advocacy**

- Actively seeks and establishes productive working relationships with other service providers and stakeholders in the community services sector, with a view to improving referral pathways, support and conditions for people seeking asylum.
- Attends and actively participates in sector and interagency meetings as directed by the Casework and Emergency Relief Manager.
- Advocates for the rights and support needs of people seeking asylum through the appropriate channels or as advised by the Casework and Emergency Relief Manager, in line with JRS' mission, values and code of conduct.
- Undertakes other networking and advocacy activities as advised by the Casework and Emergency Relief 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 and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, ethnicity, migration status, religion, 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 the JRS.
- Work in a manner that considers the 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, including attending and actively participating in weekly Casework team meetings and JRS staff meetings.
- Attends and actively participates in regular supervision sessions with the Casework and Emergency Relief Manager.
- 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, managing complex cases, including collaboratively building casework plans and identifying and working towards client goals.
- Demonstrated understanding of the issues and structural barriers faced by people seeking asylum and refugees living in Australia.
- Demonstrated capacity to manage competing deadlines, prioritise workload appropriately and work in a flexible manner.
- Excellent English language oral, written, interpersonal and cross-cultural communication skills.
- Demonstrated ability to work effectively as part of a team, as well as independently/self-directed.
- 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 Criteria:**

- Direct experience working with people seeking asylum or refugees.
- Proficiency in a relevant community language.
- Lived experience of displacement.

## **APPLICATION PROCESS**

Applicants will be subject to a Working with Children Check and the National Criminal Record Check.

*JRS is committed to the health and safety of its staff, volunteers and the people we serve, therefore, it is expected that all staff are fully vaccinated and are able to provide adequate proof of vaccination status.*

To apply, please send (1) your responses addressing the selection criteria, along with (2) your resume and (3) a cover letter to: [info@jrs.org.au](mailto:info@jrs.org.au) by COB **Thursday, 7th July 2022**.

**Please note that applications that do not address ALL the selection criteria will not be considered.**

If you would like further information about the Complex Caseworker position, please contact Georgia-Rae Cobon, Casework and Emergency Relief Manager, on 02 9098 9336 or at [georgiarae.cobon@jrs.org.au](mailto:georgiarae.cobon@jrs.org.au)

***People with lived experience of displacement who meet the selection criteria are strongly encouraged to apply.***

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