



Torture and Trauma Survivors Service of the NT Inc.

POSITION DESCRIPTION

Position Details	
Position Title:	Case and Services Coordinator
Service Area:	Client Services
Location:	Darwin
Classification:	SCHCADS 5
Reports to :	Manager Client Services
Hours	38 Hours per week

Melaleuca Refugee Centre (MRC) provides a range of services to people from refugee backgrounds who are newly arriving into the Northern Territory. These services include settlement services, provision of a Program of Assistance to Survivors of Torture and Trauma and access to a range of development programs that enable the people we support to experience caring communities.

THE ROLE

The Case and Services Coordinator is responsible for the provision of high-level Case management to allocated clients from refugee and migrant backgrounds.

The position plans, implements, monitors and reviews service provision to clients allocated to their case management; manages resources and associated reporting; and builds positive relationships within the community to maximise available service delivery options for clients.

This position works in line with the Vision, Mission and Values of Melaleuca Refugee Centre, to keep clients goals at the centre of our service delivery, as well as in line with the Settlement Principles

KEY RESPONSIBILITIES

1. Leadership & Service Facilitation

- Coordinates appropriate services for clients as assigned by the service manager
- Operates in line with any Activity Work Plans and or service delivery frameworks and guidelines associated with the allocated client group and or linked services
- Provides effective leadership, direction and guidance to Support Workers and or volunteers working with clients within the region, in order to deliver high quality services that meet client's goals and in line with the Settlement Principles.
- Influences the development of best practice systems to support standards of service delivery, contractual compliance and quality
- Shares expertise and experience with other team members through active networking and community engagement.
- Works collaboratively with all programs within the organisation to ensure holistic client service delivery.
- Actively participate in regular formal supervision with the service manager and actively participate in the supervision of any students in the program as required
- Establish workload priorities effectively and monitor workflow in line with the allocated caseload

- Undertakes performance reviews of support workers in conjunction with the Team Leader

2. Planning, Service Delivery & Client Outcomes

- Coordinate services to allocated clients as the single point of contact and assume overall responsibility for the allocated client's case, while providing high quality and effective direct work with clients using effective case management approaches inclusive of :
 - Registration of clients into the program
 - Conduct comprehensive assessments with allocated clients/ target group and develop appropriate plans inclusive of client goals to achieve positive client outcomes.
 - Establish goals with clients to achieve positive outcomes
 - Develop age and stage appropriate plans for clients
 - Coordinate the delivery of services in line with the plans
 - Monitor service delivery in line with the individual plans within the context of the Activity Work Plan
 - Undertake effective reviews against individual plans and progress
 - Exit clients on completion of their goals and outcomes
- Provide advocacy associated with client services and wellbeing
- Undertake the required Melaleuca processes associated with the services that are being coordinated for the client. Maintain quality standards of record keeping, data collection and report writing
- Promote quality outcomes for clients and encourage the development of independence from the service
- Systematically obtain client feedback
- Make appropriate referrals to other professionals and agencies on behalf of clients to ensure they receive a holistic response to their needs, including follow-up if required
- Prepare relevant reports where appropriate
- Ensure information systems for records and service progress are used appropriately
- Actively participate with other internal teams in Case Conference meetings to ensure holistic wellbeing of the client
- Plan, Develop, conduct and evaluate group sessions tailored to the client cultural needs and in line with any approved service delivery and or best practice frameworks
- Input into the establishment of processes to improve holistic settlement service coordination to the target group within the Contract Region
- Establish and maintain effective communication with clients, consistent with Organisational requirements to ensure they are kept informed of any service changes and or developments, as appropriate.
- Work closely with clients to track service outcomes using organizationally approved outcome measures.
- Identifies clients changed needs and coordinates appropriate responses to such changes in consultation with relevant internal or external stakeholders (ie. Counsellors) to ensure the wellbeing of individuals are responded to in a timely manner.
- Provide educative and community support information to clients
- Actively coordinate and link clients to effective practical & existing services within the community by maintaining currency of community services relevant to client needs
- Ensure contractual obligations and key performance indicators are met
- Operate in line with approved service delivery policies

3. Relationships, Communication and Community Engagement

- Collaborate with internal stakeholders to ensure holistic client services. This includes working closely with the other Melaleuca services
- Lead internal and where appropriate external Case Conference discussions about individual clients as a formal integrated client support strategy
- Work respectfully with all families and be mindful of the cultural and social influences that each family may present
- Builds strong collaborative networks to facilitate positive client outcomes. This includes fostering positive relationships agencies and other stakeholders, actively promoting the image of Melaleuca Refugee Centre

4. Administration and Reporting

- Support and participate in the Organisations continuous quality improvement processes.
- Maintain accurate client records in line with Organisation standards and procedures, and collect complete and accurate data as required by the Organisation and Funder
- Provide reports to the Manager Client Services as required or as per established reporting arrangements.
- Report Critical incidents to the Manager Client Services to ensure effective management strategies are deployed

Quality Improvement

- Participate in ongoing quality improvement programmes.
- Participate in regular individual performance review with the Manager Client Services
- Responsible for ensuring, as far as practicable, the provision of a safe working environment.

Organisational Maintenance

- Working under Melaleuca's values of client focus, inclusion, accountability and respect.
- Participate in supervision and or debriefing as required.
- Actively contribute to the continuous quality improvement of the organisation
- Attend meetings, training, team building and other forums as required by the organisation.
- Remain flexible to moving between programs and offices as required.
- Contributing to agency key performance indicators.
- Comply with Melaleuca Refugee Centre's Policies and procedures at all times.
- Work co-operatively as a member of the Melaleuca team. As well as respectfully with all families and be mindful of the cultural and social influences that individuals and families may present
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Contribute to the creation of general community awareness on refugee issues
- Contribute to the coordination of community events such as World Refugee Day or Harmony Day
- Positively reflect the organisation at all times.

- Undertake other duties as required

SKILLS, KNOWLEDGE, EXPERIENCE, QUALIFICATIONS AND/OR TRAINING

ESSENTIAL

- Relevant tertiary qualifications - Social Work or Psychology
- Demonstrated case management skill
- Ability to work within a compliance framework
- Ability to communicate well with CaLD clients and staff
- Ability to network, partner and maintain networks with external agents
- Ability to provide referral services and follow up with agencies and clients
- Excellent written and verbal communications skills and demonstrated interpersonal skills.
- The ability to work autonomously (be self-motivated, flexible and demonstrate initiative) and be performance driven.
- Knowledge of local services
- Police Clearance
- Current Working With Children Check Card
- Current unrestricted Driver's Licence

DESIRABLE

- Previous employment in a Torture & Trauma Rehabilitation Service
- Registration with the relevant board of your professional qualification (provisional psychologists are encouraged to apply)

TO APPLY

Email your resume and cover letter to chenoa.ellison@melaleuca.org.au with Reference Code CSC1020 no later than 14 November 2020.