

POSITION DESCRIPTION	
Position title	Manager Settlement Services
Service area and Location	Settlement Services: Darwin
Classification	<a href="#">SCHCADS Industry Award</a> - Level 5.1–6.1
Reports to	Executive Director Client Services
Direct Reports	Case Coordinators, Logistics Officer; Bicultural Support Workers
Hours	Full time 38 hours per week
Date approved/registered	October 2023

## THE ORGANISATION

Melaleuca Australia is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CALD) backgrounds of all ages, settling in the Northern Territory of Australia. We work in partnership with a network of individuals, community groups, government and non-government sectors to support successful settlement for our clients. Melaleuca Australia also provides a generalist employment service as part of the Workforce Australia AMES Alliance.

## THE ROLE

Working as a member of the Senior Service Leadership Team (SSLT), the Manager Settlement Services is a highly accountable, values-based leader who operationally leads manages, and monitors the performance of the assigned team and services within their portfolio; while ensuring the provision of high quality, case management support to clients from humanitarian or culturally and linguistically diverse (CaLD) backgrounds. The role involves taking the lead in case management, linking clients to essential services, and working collaboratively to ensure positive client outcomes.

This position works in line with the Vision, Mission and Values of Melaleuca to keep client goals at the centre of our service delivery; and for ensuring that clients are well supported to achieve their outcomes in alignment with approved service contracts, Services Frameworks, and Principles and guidelines.

## KEY RESPONSIBILITIES

### LEADERSHIP

As a collegial member of the SSLT:

1. Establish consistent approaches to client services to deliver high a high performing and viable service that aligns with the Vision, Mission, and Values of Melaleuca.
2. Lead special projects delegated by Executive Director Client Services (EDCS); and step in to lead other teams within the organisation as needed for example leave cover capacity subject to caseloads.
3. Participate in rotating chair position of Multicultural Services Staff Meetings and Case Reviews.

Contract Management:

1. Monitor the service performance in relation contract KPIs, financial targets and approved workplans ensuring best systems practice are in place to ensure high standards of service delivery, contractual compliance, and continuous improvement.
2. Ensure day-to-day data is being collected and recorded by delegated team.
3. Compile reports required by funding body; and contribute to internal reports as requested by EDCS.

Team Leadership:



1. Demonstrate hands-on leadership to delegated staff ensuring a positive culture inline with Melaleuca values by providing support, mentoring and where needed performance improvement support and professional development opportunities.
2. Be a resource to assigned staff in the management of complex cases through regular debriefing, scheduled supervision; and feedback for continuous improvement to empower staff to operate autonomously and confidently.
3. Gather information from team relating to issues and barriers experienced by clients to contribute to systemic advocacy of CaLD clients in the NT.
4. Contribute to organisational development and improvement.

## CLIENT SERVICES

1. Based on client numbers for the assigned area and as directed, hold an active client case load (no greater than 40%) and provide practical client services support that reflects a hands-on approach to leadership.
2. Provide Case Management to complex individuals and families including Intake, Assessment, Planning, Implementation, Monitoring and Exit, using the designated case management tool in line with the appropriate Framework; Trauma Informed Practice; and Cultural Humility. Ensure all associated paperwork is completed to ensure compliance with Privacy Act.
3. All interactions with clients are to encourage independence from service provision by making appropriate referrals to internal and external agencies to ensure holistic response to their needs.
4. Participate or lead internal and external Case Reviews to form an integrated client support strategy.
5. Maintain accurate and timely record keeping, case notes in Community Database Solutions, data collection and report writing (where relevant). Report critical incidents, or clients at higher risk to Manager.
6. Encourage and obtain client feedback to contribute to ongoing quality improvement of Melaleuca services.
7. Collaborate with colleagues to facilitate group activities to meet funded deliverables of Melaleuca programs to address client needs. Participate in after-hours client events.
8. Be part of an on-call system where on a rotating basis, responsibility is taken for up to a week at a time to be available for out of hours urgent client needs.
9. Develop referral networks and build strong collaborative networks to facilitate positive client outcomes. Represent Melaleuca Australia positively with other service providers to ensure wider provision of services to vulnerable communities.
10. Actively participate in regular formal supervision with Manager; and to meet relevant qualification requirements. Contribute to supervision of bicultural/support workers and students as required.
11. Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in Performance reviews on a regular basis with Manager.

## ORGANISATIONAL

1. Work in line with Melaleuca's values and comply with the Values Charter "Being Melaleuca", and positively reflect the organisation at all times.
2. Comply with Melaleuca policies and procedures, at all times.
3. Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.



4. 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.
5. Participate in supervision and debriefing as required.
6. Actively contribute to the continuous quality improvement of the organisation.
7. Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
8. Work co-operatively and respectfully as a member of the Melaleuca team as well as with all clients and stakeholders, being mindful of the cultural and social influences that individuals and families may present.
9. You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills.
10. Undertake other duties as required.

#### **SELECTION CRITERIA (Skills, knowledge, experience, qualifications and/or training)** **ESSENTIAL**

1. Bachelor of Social Work and/or similar with minimum 5 years' experience in complex Case Coordination.
2. Registration with the relevant board of your profession qualification
3. Demonstrated knowledge of community services, and working with children and families
4. Experience in development of tools and systems to support facilitation of case coordination within community services.
5. Ability to work with families that have experienced domestic and family violence.
6. Demonstrated leadership/supervisory experience working effectively and professionally in a multi-disciplinary team, and meeting contractual requirements.
7. Excellent written and verbal communication skills; and advanced interpersonal skills.
8. Is computer literate in the Microsoft suite of programs and an experience in Client Management Software.
9. Ability to maintain high level, comprehensive documentation (including case notes), reporting, and design of internal processes.

#### **LICENCES/CLEARANCES (Essential):**

1. Current Police Clearance.
2. Current and valid NT Ochre Card (Working with Children clearance).
3. Current valid Cass C driver's licence.
4. Australian Citizenship, Residency Status or Visa allowing unrestricted work rights.

#### **DESIRABLE**

1. Knowledge and experience working with CaLD populations.
2. Knowledge and understanding of trauma informed practice frameworks.
3. Knowledge of local services.
4. Experience using translating and interpreting services.
5. First Aid and Mental Health First Aid Certificate.

#### **AGREEMENT TO THIS POSITION DESCRIPTION**

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_