

# Position Description

<b>Title</b>	Case Manager, Settlement Engagement & Transition Support (SETS)
<b>Business unit</b>	SETS Program / AOD, MH, Carer Services & Tasmania
<b>Location</b>	Launceston
<b>Employment type</b>	Part Time, Ongoing
<b>Reports to</b>	Executive Officer, Tasmania

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Case Manager, Settlement Engagement & Transition Support (SETS) role requires an approach, which draws on culturally sensitive community work, an understanding and empathy with young people and their communities, to ensure that the services are provided and managed efficiently, effectively and equitably.

The responsibilities of this position include:

- Provision of multicultural services to the newly arrived and multicultural communities of Tasmania;
- Reporting on work undertaken and statistical position of the multicultural programs they are involved with;
- Assist with service and program delivery planning, program development, program review and evaluation;
- Liaison with government and non-government agencies, the community and the business sector.

### 2. Scope

**Budget:** nil

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People: nil

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## 3. Relationships

### Internal

- Executive Officer - Tasmania
- Uniting Tasmania staff
- Uniting SETS staff (Victoria)

### External

- Community Service Organisations
  - Community Groups and stakeholders
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## 4. Key responsibility areas

### Service delivery

- Engage in professional and ethical conduct at all times
- Work within the organisation's policy and practice guidelines set out in the Policy Manual
- Deliver group activities in partnership with other SETS workers.
- Uphold an honest and responsive approach to the resolution of complex issues
- Provide written monthly reports on the operation of the multicultural programs as required.
- Attend where required all staff meetings.
- Identify gaps and inadequacies in policy and procedures and make recommendations for change within the agency.
- Identify gaps and inadequacies in policy relating to young people, their families and communities and make recommendations for change through the agency to government, community and other related agencies
- Develop program initiatives for presentation to management on where gaps in service and potential program growth have been identified as required.
- Other duties as required as per the role.

### Financial management

- Meet the requirements of budgets within agency, collect all receipts and provide the Administration and Finance Team with all financial paperwork.

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Person specification

### Qualifications

- Certificate IV qualification and/or relevant experience preferably in the community, Human Services, or local government sector.

### Experience

- Demonstrated experience and knowledge of the issues facing migrants and their families and communities.
- Demonstrated experience working with in a team environment.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Understanding and commitment to community development, community capacity building and community relationships involving partnerships and effective collaboration
- Ability to meet deadlines, balance competing demands and to prioritise work effectively
- Demonstrated capacity to create purposeful interactions and partnerships with members of the community, Government agencies, philanthropic organisations and businesses.
- Ability to work with individuals and groups.
- Highly developed judgement, decision-making, conflict resolution, representation and analytical skills.
- Excellent written and oral communication skills.
- Ability to write concise plans, procedures and reports for various audiences.
- Experience working on Microsoft Office tools. E.g. (MS Word, Excel and PowerPoint)

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## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date:

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