



CatholicCare Canberra & Goulburn

DUTY STATEMENT

Volunteer Coordinator & Case Manager

Reports to: New Arrivals Humanitarian Service Manager
Award: CatholicCare Collective Agreement Level 4
Status: Full-time
Location: Canberra

1. Assist to build and maintain effective relationships with relevant services, agencies and businesses in Canberra. Assist to build awareness of the program among individuals, groups and agencies.
2. Assist in the day-to-day delivery of settlement support services in the Canberra Region under the Integrated Humanitarian Settlement Strategy (IHSS).
3. Coordinate, supervise and support volunteers. This includes rostering of volunteers, provision of training and facilitating volunteer meetings.
4. Develop, implement and maintain volunteer training including induction packages.
5. Provide practical assistance, information and advocacy to refugee families and individuals settling in the Canberra region. This may include, but is not limited to, arranging initial accommodation, emergency clothing and medical assistance, assisting with access to income support, banking and health services, assisting to secure longer-term accommodation and enrolling clients in appropriate schools and adult education courses.
6. Provide support and referrals to refugee families and individuals to manage the emotional and psychological impacts of the transition to a new culture and environment.

7. Assist new arrivals to build community networks and to gain knowledge about available recreational and social activities.
8. Maintain records of service delivery in accordance with Program policies and procedures.
9. Participate in CatholicCare staff meetings, planning meetings, training and conferences as, and where, required.
10. And other duties as required



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SELECTION CRITERIA

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- 1) Tertiary qualifications/ and or experience in a relevant discipline such as welfare work
- 2) Ability to work with people from a culturally and linguistically diverse background.
- 3) Demonstrated ability to conduct detailed assessments of clients and work within a case management framework to develop action plans that improve the independence and wellbeing in the community of the client.
- 4) Proven ability to work effectively with other agencies and provide advocacy and referral on behalf of the client
- 5) Demonstrated capacity for sound work organisation and effective use of time.
- 6) Capacity to work as a member of a team and individually as required.
- 7) Non-judgmental attitude and ability to work in a framework of equality.
- 8) Able to work flexible hours due to arrival times & needs of the New Arrivals.
- 9) Sound written and oral communication skills.

- 10) Demonstrated awareness of the relevant principles and practices such as EEO, OH&S, confidentiality and Duty of Care.
- 11) Possess a current ACT Driver's licence.
- 12) Willingness to undergo a criminal history check.

Desirable

- 13) Experience coordinating people.