

Settlement Services Team Humanitarian Settlement Program Case Manager

45.6 hours per fortnight (0.6 FTE)

Ongoing Position

The Position

This role provides holistic case management service under Humanitarian Settlement Program (HSP) to newly arrived humanitarian refugees. The role requires a highly organised individual with a positive demeanor who can work with internal and external stakeholders.

The Case Worker will be the pivotal point of contact for clients. The objective of HSP is to build knowledge and advocate for social and economic well-being of clients. HSP delivers a tailored, needs-based case management approach with clients classified into Tiers according to their level of need and the complexity of circumstances.

The position is in a multidisciplinary team of committed individuals. Service engagement commences when a humanitarian family first arrives in Australia with individualised responses provided both individually and to the family. The intent of settlement programs is to equip families with a greater understanding of the systems that govern our country and for them to become self-reliant, participating equitably within Australian society. Our aim is to support eligible clients to promote personal and economic wellbeing, independence, and community connectedness.

About Bendigo Community Health Services (BCHS)

Bendigo Community Health Services has cared for the health and wellbeing of the Bendigo community for 50 years. We employ more than 280 people across a broad range of services.

The success of BCHS starts with our staff, who have a high level of professionalism and dedication, allowing us to deliver quality services for the community, with a particular focus on vulnerable people.

Added benefits of working with BCHS include:

- Salary packaging
- Purchasing leave
- Study assistance
- Training programs
- Novated leasing
- Fitness Passport

To successfully apply for this position, you will need to respond to the below:

KEY SELECTION CRITERIA

Essential

1. Credentials in Social Work, or other relevant tertiary qualification.

2. Demonstrated experience in a role that required effective case management and the development of case plans.
3. Experience in supporting newly arrived refugees and humanitarian entrants during their initial settlement in Australia.
4. Ability to manage challenging workloads and time frames in an open office environment.
5. Demonstrated experience meeting KPIs despite competing demands and time restrictions
6. High level skills in using web-based platforms and Microsoft tools.
7. Excellent people skills and communication skills with clients/partners/families.
8. Personal commitment to promoting equality, diversity, and human rights in all aspects of service delivery
9. Demonstrated ability to work as a member of a multidisciplinary team, whilst supporting volunteers and students.
10. A current employee Working with Children Check and Driver's Licence.
11. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Ability to communicate in other languages such as Thai, Po Karen, or Chin.
2. Have a moderate understanding of immigration and how it works.

For further information about the position contact Martine Street during office hours on 0400 906 678 or 5406 1232.

To view the position description please go to <https://www.bchs.com.au/careers/current-jobs>

Applications addressing the **Key Selection Criteria** should be emailed to recruitment@bchs.com.au

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact Human Resources on telephone 5406 1555 if an automatic acknowledgement has not been received.