

Position Description

Position Title:	Casework & Emergency Relief Manager (Maternity Leave Cover)
Location:	Parramatta, Sydney. The position is office-based, with capacity for partial working from home arrangements.
Reports to:	Assistant Country Director (Head of Accompaniment and Service)
Direct Reports:	1-3 Staff, plus volunteers and student interns
Award:	SCHADS 6.1
Conditions:	Contract 0.8 FTE (Until 1 st August 2025) SCHADS Award; salary packaging options Flexible working conditions

ORGANISATIONAL CONTEXT

JRS is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees and other forcibly displaced people. JRS works in situations of greatest need, where others may not be present and where partnerships can be formed to support people seeking safety. JRS currently operates in 58 countries.

JRS Australia works with people seeking asylum, refugees and migrants in situations of vulnerability to uphold their rights and to support them to exercise agency and leadership and to lead meaningful and dignified lives while feeling welcomed by and connected to a fairer, more inclusive and just community.

In Australia, JRS's work currently involves:

- Supporting people in need through accompaniment and a suite of services designed to promote dignity, hope and self-reliance, including: emergency food and financial relief, employment assistance, hosting of legal clinics, complex casework, specialist sexual and gender-based violence prevention and response programming, and leadership and community mobiliser initiatives for people with lived experience of displacement.
- Ensuring a voice for the rights of displaced people by supporting the leadership of people with lived and living experience of displacement, conducting

research, contributing to policy development, engaging decision-makers, and campaigning to uphold rights, in collaboration with a range of partners including diaspora networks.

- Building and maintaining strong and collaborative alliances with parishes, schools, communities, religious orders, faith-based and non-government organisations, and coalitions, and other diverse partners across Australia. This includes co-chairing the Catholic Alliance for People Seeking Asylum (CAPSA) with Jesuit Social Services and participating in a range of campaigns and coalitions at local and national levels.
- Maintaining a global presence and perspective through close engagement with JRS colleagues and mechanisms and through our longstanding participation in networks and forums across the Asia-Pacific region and in global policy dialogues and coalitions contributing to relevant UN forums and processes.

POSITION OVERVIEW

The JRS Australia Casework & Emergency Relief Manager oversees the trauma informed and strengths-based delivery of critical intake referral, complex casework, emergency relief and food and material aid distribution services by a small team comprising staff, students and volunteers to people seeking asylum, refugees and migrants in vulnerable situations.

Working closely with the Head of Accompaniment and Service and Executive team more broadly, the Casework & Emergency Relief Manager is responsible for overseeing, optimising and reporting on the above critical frontline services.

The Casework and Emergency Relief Manager will play a lead role in the design and roll-out of a review of JRS Australia's approach in this critical area, during a period of organisation-wide strategic planning.

KEY TASKS AND RESPONSIBILITIES

Casework, Accompaniment and Emergency Relief Coordination

- Works closely with the Head of Accompaniment and Service and Country Director in steering the review and optimisation of current work of the team.
- Convenes regular team meetings, to support the smooth operation of frontline service delivery and team cohesion.
- Coordinates the distribution of financial and emergency relief support, emergency payments.
- Manages and delegate intake and referrals through the intake inbox.
- Identifies, addresses and oversees responses to clients with challenging presentations, and when needed, initiate workplace processes to manage risk and safety.
- Oversees the distribution of food and material aid including, food vouchers, donated goods, meals and client eligibility for the JRS Food Bank.
- Maintains a caseload ranging from low to complex needs clients, maintaining

regular contact with clients and working alongside clients on an agreed case plan, with a view to the client becoming self-supporting as soon as possible.

- Maintains timely, accurate and comprehensive electronic and paper client records, including case notes and records of financial and material assistance provided, in line with privacy and confidentiality principles.
- Works alongside the Finding Safety Team to develop individualised case plans, including safety planning for women and girls experiencing/at-risk of violence.
- Provides supervision to student interns on placement.

Material Aid, Food Security & Volunteers

- Works alongside the Volunteer Program Manager to coordinate, induct and oversee casework related activities performed by volunteers, such as intake, opal card registration, and the collection/distribution of material goods.
- In collaboration with the Head of Accompaniment and Service, Foodbank and Material Aid Officers, and lead volunteers, oversees the coordination of the JRS foodbank, including overseeing weekly delivery lists and client eligibility and reassessments.
- Assists staff and volunteers with other community activities and drop-in support as needed and as directed by the Head of Accompaniment and Service, e.g. in relation to community development activities, deliveries, the provision of foodbank or support for the reception team.

Networking and Advocacy

- Establishes and maintains productive working relationships with other service providers and key stakeholders across relevant sectors, with a view to strengthening coordination and opportunities for collaboration.
- Attends regular interagency meetings that are relevant to the target group, in coordination with colleagues and advocates for the rights and support needs of people seeking asylum and other forcibly displaced people through the appropriate channels.

Reporting

- Oversees, reviews and recommends measures to refine casework and all relevant record-keeping processes.
- Maintains timely, accurate, comprehensive and confidential client records stored in the JRS database and in other filing systems as per funder or JRS needs.
- Supports identification of and transition to improved database systems if and as required.
- As required, provides statistics, reports and case studies to the Head of Accompaniment and Service for use in Board, funder and other stakeholder reports.

Philosophy, Mission, and Values

- Understands and demonstrates the Mission and Values of JRS on a day-to-day basis, respect, hope, dignity, solidarity, hospitality, justice and participation.
- Adheres to the policies and procedures of JRS.
- Adheres to the JRS International and the Australian Jesuit Province Code of Conduct.
- Works closely with the relevant people in all Jesuit ministries to foster Ignatian spirituality.
- Behaves in a culturally and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, race, ethnicity, religion, migration status ability or any other ground.
- Provides and promotes an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence – to ensure that acceptable standards of conduct are always maintained and takes appropriate action if unacceptable conduct is observed.

Occupational Health and Safety

- Complies with the requirements of relevant Work, Health, and Safety (or Occupational, Health and Safety) Acts and related procedures developed by JRS.
- Works in a manner that considers the duty of care for self and others and always be safety conscious.
- Reports inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents.

Quality Assurance and Continuous Improvement

- Attends relevant meetings, workshops, conferences, and training, as required, including coordinating weekly Casework team meetings and attending JRS staff meetings.
- Attends and actively participates in regular supervision sessions with the Assistant Country Director and provides regular supervision support to the JRS Casework Team.
- Becomes familiar with and follows JRS and the Jesuit Province's quality and standard policies, procedures, and management instructions.
- Is open to new ways of doing things that enhance working in an environment that is inclusive and that subscribes to the Ignatian way.
- Strives for continuous improvement in the quality system and work practices by being alert to opportunities for improvement.
- Maintains confidentiality in relation to clients, staff, and volunteer issues and all JRS programs.

SELECTION CRITERIA

Essential Requirements:

- Tertiary qualifications in social work, psychology, welfare or another relevant discipline, or equivalent experience.
- Experience in successfully leading and supporting diverse, high-performance teams within a complex operating environment or demonstrated capacity to do so.
- Sound understanding of issues faced by people seeking asylum, refugees, and migrants in vulnerable situations in the Australian context.
- Extensive casework experience, including conducting assessments, providing information and referral, and managing complex cases.
- Demonstrated capacity to manage competing deadlines, prioritise workload appropriately and work in a flexible manner.
- Excellent oral, written, interpersonal and cross-cultural communication skills.
- Demonstrated ability to work effectively as part of a team and with senior management.
- Competent in using MS Office and online database/reporting systems.
- Commitment to the application of strengths-based, rights-based and trauma informed approaches in the design and implementation of programs and services.
- Commitment to human rights and gender equality.
- Commitment to working within current EEO, WH&S, and child protection legislation.

Desirable:

- Experience in developing policies and procedures, and in risk management.
- Proficiency in relevant community language/s.
- Lived or living experience of displacement.

Additional Information

- Appointment to this position is dependent upon successful completion of a relevant criminal history record check and Working with Children check.
- The position holder may be required to undertake occasional work-related travel.
- JRS is committed to the health and safety of its staff, volunteers, and the people whom we serve, and it is expected that staff are verifiably vaccinated against COVID-19.

Application Process

Thank you for your interest in the position of Casework and Emergency Relief Manager (Maternity Leave Cover). To apply, please submit a brief cover letter addressing the selection criteria, along with a current CV and contact details for two referees.

Please submit your application to jobs@jrs.org.au by COB, Tuesday 15th October 2024. To enquire about the position or process please contact Josephine Rechichi at Josephine.rechichi@jrs.org.au

People with living and lived experience of displacement who meet the essential criteria are strongly encouraged to apply.