

Position Description

Case Management Officer

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| Reports To: | CDP Regional Manager |
| Base Location: | Fitzroy Crossing, WA |
| Hours of Work: | 38 |
| Organisational Unit: | Community Development Program |
| Award: | Labour Market Assistance Industry Award 2020 |
| Classification: | Employment Services Officer – Grade 2 Pay Point 2 |

POSITION CONTEXT

Reporting to the CDP Services Coordinator, the Case Management Officer is responsible for supporting the effective delivery of a range of employment services functions for Marra Worra Worra Aboriginal Corporation (“MWW”).

The role carries out a range of activities including:

- Develop Job Plans that are tailored to the individual Job Seeker’s needs (address specific barriers and improve employment skills)
- Ensure accurate, appropriate and timely recording of attendance or non-attendance at appointments in the ECSN system.
- Maintain Job Seeker files, file notes and relevant forms for Job Seekers
- Assess Job Seekers and record any identified barriers or as referrals
- Conduct / refer Job Seekers to additional assessments as required
- Communicate participation requirements to Job Seekers
- Travel to communities to meet with Job seekers for their monthly appointments as part of outreach
- Maintain knowledge of activities available by liaising with Community Development Projects Coordinator

The Case Management Officer position contributes to the CDP Team by ensuring the ongoing engagement and management of the CDP job seeker caseload across the Fitzroy Valley.

This document describes the main responsibilities of the position and is not designed to be prescriptive. It is expected other duties in addition to those described in this document will be undertaken.

All staff are expected to demonstrate behaviours which align with Marra Worra Worra’s core values, Code of Conduct and Employment Opportunity Principles.

ABOUT OUR ORGANISATION

Marra Worra Worra Aboriginal Corporation was established in the late 1970s by the people of the Fitzroy Valley and is the largest and oldest Aboriginal resource agency in the Kimberley. The primary aim of Marra Worra Worra is to work with Bunuba, Gooniyandi, Wangkatjungka, Walmajarri and Nyikina groups in the Fitzroy Valley to strengthen culture, support community and create sustainable employment solutions.

Core program delivery reflects our vision and mission and encompasses:

- Community Development Program;

- Remote School Attendance Program;
- Housing Management and Tenancy Support;
- Waste Management Social Enterprise; and
- Karrayili Adult Education Training Centre.

In addition, Marra Worra Worra has a broad range of investments and interests to diversify its revenue and to create further opportunities for people in the Fitzroy Valley. This includes the Fitzroy Hardware and Ngiyali Roadhouse, which are wholly owned subsidiary entities.

CAPABILITY SUMMARY

The Marra Worra Worra Capability Framework applies to all Marra Worra Worra employees. Demonstrated capacity to meet the below capabilities is a requirement of the role.

| CAPABILITY GROUP | CAPABILITY NAME |
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| Personal Attributes | <p>Culturally Responsive Values diversity as a strength</p> <p>Inclusive Recognises the rights of others</p> <p>Ethical Has integrity and principles</p> <p>Collaborative Works with others to attain goals and achieve</p> <p>Flexible Adapts to changing circumstances in the workplace</p> |
| Relationships | <p>Community Relations Collaborate with others to support positive client outcomes</p> <p>Professionalism Be ethical and professional, and adhere to Marra Worra Worra Values</p> <p>Communication Communicates in a culturally responsive manner and conveys clear messages to others</p> <p>Leadership and Team Work Motivate and engage staff and develop capability and potential in others</p> |
| Service Delivery | <p>Client Outcomes Achieves results through efficient use of resources and a commitment to quality client outcomes</p> <p>Creativity and Innovation Encourage and suggest new ideas and show commitment to improving services and ways of working</p> <p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibility to the changing environment</p> |
| Resources | <p>Financial Management Be a responsible custodian of organisational funds and apply processes in line with legislation and policy</p> <p>Equipment and Assets Use, allocate and maintain work tools appropriately and manage assets responsibly</p> <p>Technology and Information Use technology and information to maximise efficiency and effectiveness</p> |
| Technical Expertise | Human Resources, Employment Services, Social Work or Community Development qualifications and/or experience |

KEY RESPONSIBILITY AREAS

| KEY RESPONSIBILITIES | KEY PERFORMANCE INDICATORS |
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| Service Delivery | <ul style="list-style-type: none"> • Gain and demonstrate a working knowledge of the CDP contract, contractual requirements, policies and programme guidelines. • Travel to communities to meet with Job seekers for their monthly appointments as part of outreach |

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| | <ul style="list-style-type: none"> • Develop Job Plans that are tailored to the individual Job Seeker's needs (address specific barriers and improve employment skills) • Provide all reasonable assistance to Services Australia or Centrelink, in accordance with organisational guidelines and Centrelink Agency contracts. • Assess Job Seekers case by case and record any identified barriers or as referrals. • Conduct / refer Job Seekers to additional assessments as required • Communicate participation requirements to Job Seekers • Communicate rights and responsibilities to Job Seekers • Liaise with Community Development Program Project Supervisors and Coordinator to review common goals amongst Job Seekers within assigned communities • Maintain knowledge of activities available by liaising with Community Development Projects Coordinator • Liaise with Employment Services Officer to advise of Job Seekers ready for employment opportunities |
| Records Management | <ul style="list-style-type: none"> • Ensure records are maintained in accordance with contractual requirements. • Record all contacts with Job seekers • Input of data information in ECSN and other systems as required. • Maintain quality of Job Plan records to the standard required under the contract. • Ensure accurate, appropriate and timely recording of attendance or non-attendance at appointments in the ECSN system. • Maintain Job Seeker files, file notes and relevant forms for Job Seekers to ensure contractual compliance. |
| Planning & Reporting | <ul style="list-style-type: none"> • Monitor and report against CDP Job Seeker on your caseload and or as required. • Prepare or contribute to any periodical reports. |
| Relationships Establish and maintain productive relationships within the community, schools, teachers, community leaders, external agencies, students and families. | <ul style="list-style-type: none"> • Positive relationships with Job Seekers, external agencies are sought out, promoted and maintained. • Collaborating with colleagues in accordance with MWWAC Values and Code of Conduct. |
| Work Health and Safety Safe workplaces and environments are provided and maintained for Staff, service users and external stakeholders. | <ul style="list-style-type: none"> • A positive workplace culture free of bullying, harassment and discrimination is promoted. • All reasonable and practical steps to ensure the safety, health and welfare of all staff and service users in accordance with legislation and policies are taken. • Immediate intervention occurs wherever unsafe work practices are observed. • Notifiable incidents and/or WHS events of concerns are reported in a timely manner. |
| Aboriginal Ways of Working | <ul style="list-style-type: none"> • Marra Worra Worra is recognised as the lead organisation in working with Bunuba, Gooniyandi, |

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| Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities, representative and/or Statutory Bodies. | <p>Nyikina, Walmajarri, and Wangkatjungka to strengthen culture.</p> <ul style="list-style-type: none"> Aboriginal clients, staff, communities, and Statutory Bodies are supported in a way which protects and respects their cultures. |
| <p>Quality in all We Do</p> <p>All operations are conducted with a commitment to quality which align with quality management principles.</p> | <ul style="list-style-type: none"> Operations are conducted in accordance with Marra Worra Worra's Quality Management Framework. <p>Feedback from funding bodies and partnering organisations attests to the delivery of quality service delivery.</p> |

ESSENTIAL CRITERIA

| Essential Criteria |
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| <ul style="list-style-type: none"> Willingness to live in a remote community and willing to travel long distances on unsealed roads. High level of communication and interpersonal skills. Shows initiative with a proven ability to work autonomously as well as part of a team. Ability to manage time, set priorities and achieve outcomes in a demanding environment. Ability to work under pressure within a fast-paced team environment to meet strict deadlines. Ability to maintain accurate records (electronic and paper-based) and to understand and implement contractual requirements and guidelines. Ability to demonstrate a commitment to MWWAC's values. Understanding and awareness of the cultural, social and economic factors that affect Aboriginal communities in remote locations. Ability to interact with, and develop rapport with, people in diverse backgrounds. Demonstrated understanding and appreciation of cultural differences and diversity. Australian Resident or provide the current, relevant Visa to work within Australia.. |
| Desirable Criteria |
| <ul style="list-style-type: none"> Previous experience living and working in remote communities. Experience in or understanding of employment and/or community service programs. Experience and/or qualifications in Human Resources, Employment Services, Social Work or community development. A current 'C' class Automatic/Manual Driver's Licence |
| Credentials Check |
| <p>It is a requirement of the role to provide a National Police Certificate. In addition, Marra Worra Worra Aboriginal Corporation may undertake a Financial/Bankruptcy Check and/or any other credential checks to verify ongoing suitability to the role.</p> <p>Marra Worra Worra Aboriginal Corporation reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges, or pending charges, and/or major financial events, may bring the organisation and/or programs and services delivered by the organisation, into disrepute.</p> |

EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT

I acknowledge and agree that I have read, understood and accept the above position description of **Case Management Officer** as part of the terms and conditions of my employment with Marra Worra Worra Aboriginal Corporation.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation's objectives.

I also acknowledge that Marra Worra Worra Aboriginal Corporation operates in diverse region and the ability to travel and work throughout the region may occur at short notice.

Printed Name

Signature

Date