

POSITION DESCRIPTION

Position Title	Case Manager		
Team	Diverse Care		
Classification	SCHADS Level 4	Employment Status	Full Time
Position reports to	Manager Case Management		
Location	South East Melbourne, primarily based in Dandenong		
Last revised on	May 2025		

Company Profile

Southern Migrant and Refugee Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest and transparent and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance and behaviour.
- **Respect** | We embrace diversity and we respect and value the rights, strength, opinions and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

Position Objective

The primary purpose of the Case Manager is to work collaboratively to provide high level case management, information and referral services to SMRC clients.

This role works within program guidelines to empower individuals to feel safe and secure, to promote their wellbeing and to enable their full participation in society through connection to culture and community.

The SMRC Case Manager is responsible for the development and delivery of the individualised goal directed Case Management Plan, which will be achieved through developing key collaborative relationships with SMRC staff and external services.

This role is pivotal in ensuring that clients receive the necessary support to improve their overall well-being and quality of life.

The role of Case Manager is committed to helping individuals live meaningful lives in their communities by offering compassionate, efficient and effective case management services.

Key Responsibilities

SCHADS Award Characteristics of this level –

- Contribute towards establishing work related procedures.
- May be required to supervise various functions within the work area or activities of a complex nature.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity and operational aspects of the work performed.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Core Responsibilities of the role

- Provide case management support to clients, ensuring their needs are met and goals are achieved as per the service contract.
- Conduct comprehensive holistic needs assessments and reviews, including financial assessments when necessary, and develop goal-directed care plans for all clients co-designed with the client.
- Coordinate internal and external referrals to ensure seamless access to support.
- Plan and coordinate exit plans for transitioning clients.
- Communicate agreed service requests to the Service Planning and Coordination team.
- Manage risk assessments, incident reporting and resolutions.
- Build strong relationships with stakeholders and promote awareness of client needs.
- Attend relevant meetings and contribute to funding proposals, tenders, research and innovation.
- Ensure timely and accurate reporting and data entry.
- Maintain confidentiality and secure data management.
- Participate in program and work practice development.

Team Responsibilities

- **Aged Care Accreditation:** Support the program's accreditation process and ensure all services align with the Aged Care Quality Standards.

- **Accountability for KPIs:** Ensure performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **Project proposals:** Contribute to the development of funding proposals, tenders, service models, research and innovation.
- **Collaboration & Co-Design:** Work with SMRC teams, communities and agencies to build a positive and collaborative team environment to avoid program duplication and co-design initiatives that promote and enhance economic and social participation and well-being for eligible clients.
- **Relationship Building:** Foster positive relationships through role modeling, practical support and participation in program activities and events.
- **Communication:** Effectively communicates and maintains professional relationships with clients, staff and key stakeholders.
- **Team Support:** Assist other team members during high-demand periods or staff absences.
- **Strategic Plan Execution:** Ensure operational objectives align with and are executed according to the Manager's direction, contributing to the strategic plan's success.
- **Continuous Improvement:** Contribute to a practice of Continuous Improvement and innovation in all areas of work.
- **Client confidentiality and dignity:** Understands systems and policies for protection of client.

Key Selection Criteria

Qualifications

- Minimum of Diploma Qualification in Social Work and/or Case Management.
- Relevant demonstrated experience in Aged Care and Carer Support

Key Knowledge Areas – Role specific

- Experience, knowledge and understanding of Aged Care sector and the reform changes.
- Understanding of the Aged Care Code of Conduct.
- Understanding of Statement of Rights and Consent process.
- Understanding of and demonstrated ability to support chronic disease management (i.e. Dementia, Disability Care).
- Training in or experience Trauma aware.
- Demonstrated proficiency in the use of client management and client relationship management systems.
- Ability to write succinct and accurate reports.
- Demonstrated experience and knowledge about issues affecting older CALD clients.

Key Knowledge Areas – General

- Time Management - Prioritises work - Demonstrating an understanding of organisational, team and individual priorities and capacities and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients and colleagues.
- Demonstrate SMRC's Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Possess cultural awareness, sensitivity and respect cultural differences

- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.

Requirements

- Current Victorian drivers' licence and own vehicle.

Staff reporting to this position

None

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- Participate in professional development by actively participating in staff development workshops and training programs.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)

- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date