

## POSITION DESCRIPTION

<b>Position Title</b>	Manager - Case Management		
<b>Team</b>	Client Services Settlement		
<b>Classification</b>	SCHADS Level 6	<b>Employment Status</b>	Full Time, until June 2027
<b>Position reports to</b>	Senior Manager Settlement Services		
<b>Location</b>	Southeast Melbourne, primarily based in Dandenong		
	July 2025		

## COMPANY PROFILE

Southern Migrant Resource 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 Manager of Case Management is responsible for leading the case management team to ensure the delivery of high-quality, person-centred care to clients. This role will also manage a caseload of clients.

They will support and develop case management staff, providing leadership, advice, mentoring, education, and supervision to foster a culture of continuous improvement and excellence in service delivery.

The role will develop and implement case management strategies, policies, and procedures that align with organisational goals and regulatory requirements collaborate with multidisciplinary teams to coordinate

comprehensive Goal Directed care plans, optimise resource allocation, and ensure programs and services are culturally safe and responsive to the community's diverse needs.

This role will be responsible for developing and maintaining relationships with key referral agencies and stakeholders to improve service coordination and delivery, referral pathways, and local collaboration.

### Key Responsibilities

SCHADS Award Characteristics of this level –

- Limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice.
- They may be required to undertake the control and co-ordination of a program, project and/or significant work area.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Employees will be required to understand and implement effective staff management and personnel practices.

### Core Responsibilities of the role

- To be aware of and accountable to the service outcomes and KPIs' with no lesser than 98% and/or as agreed to within each funded services contract
- Meet and monitor KPIs and Service Level Standards, taking corrective action when necessary
- Implement legislative requirements, including mandatory reporting, child safety strategies, and the use of the MARAM Framework. Contribute to the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS), ensuring client confidentiality and privacy.
- Provide leadership and management to Case Managers, Intake and Referral Officer and the Family Support Coordinator.
- Undertake regular supervision and performance reviews, providing feedback to promote collaborative working relationships.
- Provide support and direction to Case Managers in the context of DFV clients.
- Facilitate team meetings and foster a culture of collaboration and continuous improvement.
- Ensure systems are in place to monitor staff caseloads, including Exit planning of clients.
- Participate and contribute to network meetings and forums as relevant.
- Prepare and manage budgets for Case Management team
- Preparation of reports and documents for both internal and external communication
- Contribute to and support Senior Manager with reports and grant submissions applications relevant to program delivery and identified future growth opportunities.

### Team Responsibilities

- **Settlement Integration and Outcomes Framework:** Support the program's accreditation process and ensure all services align with the Settlement Integration and Outcomes Framework.

- **Emerging needs of individuals/communities:** Assist with the identification of and contribute to developing effective responses to these needs.
- **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. Contribute to a positive and collaborative team environment and encourage a positive work environment that encourages quality assurance and high-performance standards.
- **Strategic Plan Execution:** Ensure operational objectives align with and are executed according to the Senior Coordinator'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** – ensures a culture of inclusion and respect for clients, supporting clients to exercise choice and independence and respects clients' privacy. Understands systems and policies for protection of client.
- **Innovation and Initiative** supports teams to turn ideas into a tangible outcome, including setting objectives, defining tasks, allocating resources, and establishing timelines.

## Key Selection Criteria

### Qualifications

Minimum of Bachelor of Social work with relevant four years experience in staff management.  
Qualification and/or experience in Domestic & Family Violence.

### Key Knowledge Areas – Role specific

- Understanding of current Commonwealth and State policies related to immigration, settlement, Child Safe Standards, MARAM Framework, and Information Sharing Schemes.
- High-level negotiation, advocacy, communication, and relationship-maintaining skills.
- Proven skills in managing staff engaged in service delivery programs and case work in a multi-disciplinary setting
- Demonstrated understanding and application of the Settlement and Integration Outcomes Framework.
- Multi-lingual to assist with translation/interpretation and/or experience working with translation services (desired)
- Demonstrated experience and knowledge of performance management, including supervision, appraisal and performance management
- Ability to write succinct and accurate reports
- Ability to identify and contribute to grants submissions, that align with the Settlement and Integration Outcomes Framework
- Demonstrated application of Case Management Models, employing a strength-based, client-centred, and trauma-informed approach that promotes self-efficacy and agency

- Conflict management, experience in managing challenging situation and conflict resolution.
- Actively demonstrate an understanding of the importance of personal and professional boundaries, ethical behaviour, policies, and procedures

#### 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 SMRCs Values in all work and communications.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills, ability to maintain accurate records
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Possess cultural awareness, sensitivity and respect cultural differences
- 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.

#### Requirements

- Current Victorian drivers' licence and own vehicle

#### Staff reporting to this position

- Case Managers
- Intake Officer

#### 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.
- Participate in professional development by actively participating in staff development workshops and training programs.
- The staff member must comply with child safety standards and policies.

### 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](http://www.smrc.org.au) or for further information contact the People and Culture Team on 03 9767 1900 or at [hr@smrc.org.au](mailto: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