

**RED CROSS POSITION DESCRIPTION**  
**Support for Victims of Trafficking Program**

<b>Position Title :</b> Caseworker <b>Level / Range:</b>	<b>Department:</b> International Tracing, Refugee and Asylum Seeker Services (ITRASS)	<b>Location:</b> New South Wales
<b>Supervisor:</b> Team Leader	<b>Local HR Contact:</b> People & Learning	<b>Date Completed:</b> February 2009
AUTHORITY LEVELS		
<b>Financial Budget:</b> Nil	<b>Volunteers:</b> as required	<b>Employees:</b> Direct :Nil Indirect: as required
REPORTING RELATIONSHIPS	SELECTION CRITERIA	
	<p><b><u>ESSENTIAL:</u></b> <b><u>Skills &amp; Experience:</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrated skills and experience in supporting victims of people trafficking</li> <li>• Experience in supporting sex industry workers and victims of sexual violence</li> <li>• Experience in the provision of casework, information, assessment and referral services</li> <li>• Demonstrated skills and experience supporting people who have experienced grief, loss, torture, trauma and/or post traumatic stress</li> <li>• Proven capacity to work independently, but also as a member of a team</li> <li>• Proven networking, liaison, community engagement and casework advocacy skills</li> <li>• Demonstrated experience in the provision of culturally appropriate and sensitive services to people of CALD background.</li> <li>• Computer skills especially with Microsoft Suite</li> </ul> <p><b><u>Qualifications &amp; Licences</u></b></p> <ul style="list-style-type: none"> <li>• A relevant tertiary qualification in social work, community development, social science and/or demonstrated experience in the provision of casework services in the refugee/asylum seeker or welfare sector.</li> <li>• Current drivers licence</li> <li>• Working with Children and Australian Federal Police Check</li> </ul> <p><b><u>DESIRABLE:</u></b></p> <ul style="list-style-type: none"> <li>• The ability to speak, read and write a South East Asian language</li> <li>• Sound knowledge of world affairs and diverse cultures</li> </ul>	
PURPOSE STATEMENT		
<p>The Red Cross initiated the Support for Victims of Trafficking Program in February 2009. This program aims to provide intense casework support to people made vulnerable by people trafficking, and who are engaged in judicial proceedings under the <i>Criminal Code Act 1995</i>. Although the program is funded by the Department of Family and Housing, Community Services and Indigenous Affairs (FaHCSIA), Red Cross will also work closely with the Australian Federal Police around issues regarding the</p>		

personal safety and security of clients whilst they are on the program. Nonetheless, Red Cross maintains a duty of care role for these clients and our focus will be the provision of support, including coordinated assistance around housing, living expenses, health care, education and community support. The Caseworker plays a key role in providing the support to the clients of the program, in particular, identifying the key needs of the clients and linking them with the appropriate support services.

KEY RESULT AREAS (KRA)	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
<i>Core Behaviours:</i>		
All staff shall agree to abide by the philosophy and principles of Australian Red Cross and the Red Cross Red Crescent Movement. The 7 Fundamental Principles of the Red Cross Red Crescent Movement are: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality.		
<b>Culture of Red Cross</b>	Promotes and encourages personal growth and effective communication.  Understands and supports the policies and procedures of the organization	Continually contributes and supports Volunteers, Members and Staff  Is compliant with RED CROSS requirements.
<b>Leadership / Teamwork</b>	Supports RED CROSS Senior Management team decisions and ensures that all commitments made are followed through.  Maintains a positive and constructive attitude that promotes confidence in those around them.	Displays willingness to assist others, shares knowledge openly, cooperates and supports the team.  Contributes positively within teams and supports the teams efforts  Is always receptive and open to feedback
<b>Occupational Safety &amp; Health</b>	Participate in the ongoing improvement of RED CROSS's OH&S plan and visibly and constantly support its implementation in your area.  Ensure that all employees in your area are fully aware of our safety plans and expectations, and that they are actively encouraged to participate and contribute.	Shows evidence of reasonable steps taken to comply with Red Cross OH&S guidelines.  Demonstrates action taken in identifying hazards, assessing risk, and reporting incidents  Demonstrated duty of care.

<p><b>Continuous Improvement</b></p>	<p>Understand and support Continuous Quality Improvement in the organisation.</p> <p>Actively participate in quality audits.</p> <p>Exercise initiative in making improvements to work processes.</p> <p>Regularly discusses improvement opportunities with the team.</p>	<p>Participation in quality audits when required.</p> <p>Evidence of Continuous Improvement activities.</p> <p>Always searches for better ways and strives for best practice.</p> <p>Actively seeks new ideas and locks in improvements.</p> <p>Embraces and adapts to change.</p>
<p><i>Specific to the Role:</i></p>		
<p><b>(1) Provision of casework, information, assessment &amp; referral services and after hours support for clients</b></p>	<ul style="list-style-type: none"> <li>• Identify key areas requiring casework support</li> <li>• Determine appropriate support services for clients in accordance with program guidelines</li> <li>• Provide after hours support to clients in urban and remote areas</li> <li>• Prepare a Service Plan for FaHCSIA</li> <li>• Develop a transition to independence plan for clients who have been with the program for 6 months</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a Service Plan to be provided to FaHCSIA, outlining key events and timeframes for implementation, including the development of networks with counsellors, health care professionals and migrant community groups.</li> <li>• Care arrangements to be consistent with Service Plan</li> <li>• Referral protocols are to fall within program guidelines</li> <li>• Complex issues and client needs and issues are met in a timely manner</li> </ul>
<p><b>(2) Supporting people who have experienced grief, loss, torture, trauma and/or post traumatic stress</b></p>	<ul style="list-style-type: none"> <li>• Identify significant vulnerabilities relating to grief, loss, torture, trauma or post-traumatic stress</li> <li>• Establish casework services directly supporting these needs</li> <li>• Monitor ongoing vulnerabilities of clients and report on emerging issues as required</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are effectively supported in relation to grief, loss, torture, trauma or post-traumatic stress</li> <li>• Emerging issues reported in an appropriate and timely manner.</li> </ul>

<b>(3) Reporting, communication and casework advocacy</b>	<ul style="list-style-type: none"><li>• Consult with, and provide briefings to, the Australian Federal Police (AFP) Transnational Sexual Exploitation and Trafficking Team (TSETT) investigation team on the situation of individual clients</li><li>• Develop working relationship with support services in rural and urban areas</li><li>• Comply with reporting requirements (e.g. Progress Reports and Monthly Performance Report) for FaHCSIA</li><li>• Follow Communications Protocol</li><li>• Participate in both internal and external teleconferences and forums relating to program</li></ul>	<ul style="list-style-type: none"><li>• Strong networks are established and maintained with key stakeholders, including AFP.</li><li>• Strong awareness of services available to clients in both rural and urban areas</li><li>• Regular participation in program discussions and forums</li></ul>
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