

## Multicultural Youth Case Manager

- **Based in Western Sydney with flexible working arrangements**
- **SCHCADS Award 2010- Level 5**
- **Fixed-Term Full-Time (35 hours a week)**

SydWest Multicultural Services is the leading community organisation connecting and empowering people of all cultures. Our purpose is Connecting Cultures & Building Communities. The values underpinning our work are Accountability, Collaboration and Excellence. Through person-centred services, representation and evidence development we are empowering individuals and building the social capacity of communities. The organisation focuses on people who are vulnerable and most in need across the life course. We have offices in Blacktown, Mt Druitt, Penrith and Rouse Hill.

### **Our Benefits**

- Salary Sacrifice packaging options to receive up to \$15,900 of your salary tax-free meaning more take-home pay and \$2,650 for meals and entertainment.
- Fantastic Health & Wellness program with value of up to \$3000 per annum.
- Flexible working arrangements to work from home and office to support work-life balance.
- Paid Study Leave to support your professional development & Additional Leave Between Christmas & New Year.

For further information please check this link

<http://www.sydwestms.org.au/get-involved/employment-opportunities>

### **Role Overview:**

The Multicultural Youth Case Manager is part of the organisations Client Services and Program Division. This role will deliver intensive case management support to CALD youth aged 12-24 and their families. The purpose of this support is to help high-risk CALD youth reduce their criminogenic risks and develop life skills. This position will also coordinate and provide a range of evidence-based and family support interventions relying on strong linkages between at-risk youth; local cultural, religious and community organisations.

This position will be on a fixed-term full-time basis (35 hours a week) and will end on 28/06/2024.

## **Key Accountabilities:**

- Provide intensive case management services to the target CALD youth and their families and assist them based on their identified criminogenic needs.
- Develop comprehensive individual case plans, information and referral, and advocacy.
- Regularly review individualised case plans for each client working towards their goals.
- Deliver a range of evidence-based interventions to young people and their families to address risk factors.
- Facilitate the provision of interventional programs on relevant topics and services as identified to the target communities.
- Resource, support, and facilitate the establishment of support groups for the target CALD youth & their families.
- Ensure reporting internally and externally is accurate and submitted on time.
- Support and assist SydWest MS students and volunteers if required.
- Develop effective working relationships with local community groups and government and non-government agencies to meet the needs of target groups and projects in coordination with the Community Engagement and Disability Service Manager CEDSM.
- Participate in community consultation with the CE Team Leader: Youth and Capacity.
- Assist in organising events at organisational and project levels.
- Comply with all regulatory funding standards and SydWest MS policies and procedures.
- Comply with all reporting requirements as directed by CE Team Leader: Youth and Capacity.
- Ensure confidentiality and discretion to all service matters and client information.
- Undertake other duties as required by the Community Engagement and Disability Service Manager/CE Team Leader: Youth and Capacity.
- Comply with Work Plan requirements.
- Ensure personal safety and have a positive attitude towards a work-life balance.

## **Essential Criteria**

- Qualification in Community Services, Social Work, Mental Health, Justice, Youthwork, Counselling, Psychology or related area and two years of experience in a relevant field.
- Demonstrated knowledge of issues affecting CALD youth at risk of continuing with the criminal justice system.
- A sound understanding of applying evidence-based interventions to address risk factors such as drug and alcohol, family functioning, education, housing supports and offence focused programs.
- Experience with and/or understanding the principles of 'strength-based' and 'person-centred' service planning and delivery.
- Demonstrated knowledge of Child Protection issues.
- High level interpersonal and communication skills and report writing.
- Effective interpersonal and cross-cultural communication and client advocacy skills to liaise effectively with all key stakeholders, including clients and their families, service providers, and communities.

- Demonstrated values of integrity, professionalism, and a commitment to quality and continuous improvement.
- Demonstrate understanding of individualisation of service and case planning based on static and dynamic risk levels, factors, and strengths.
- Demonstrated experience in planning, delivering and evaluating group activities and support groups.
- Demonstrate experience in using Risk/Needs Assessment tools to facilitate intervention planning.
- Proficient skills in the use of Microsoft Office programs.
- Attention to detail and a high level of accuracy.
- Excellent time management skills and ability to multitask and prioritize work.
- Ability to work independently and as part of a team
- Current NSW drivers' licence and access to a fully comprehensive insured and registered vehicle
- Satisfactory National Police Check and Working with Children Check required.

**How to apply:**

To apply for this position click apply please submit the below:

- Resume
- Cover Letter clearly addressing how you meet each of the Essential Criteria

**Applications close: Sunday 29 May 2022**

*SydWest MS adheres to the principles and practices of equal employment opportunity, workplace health and safety and is a child safe organisation.*