

Case Management Specialist (12 months full time)

Northern Settlement Services Ltd (NSS) has supported and inspired multicultural people and communities to overcome barriers and thrive for over 40 years. Our passionate teams work with culturally and linguistically diverse (CALD) people to help settle them into their lives in Australia and keep families safe.

We are seeking a special person with a unique blend of skills to join the NSS family in a fixed term role, based in our Newcastle office, to strengthen and transform our casework systems and practice.

Is this you?

A qualified and experienced complex casework practitioner, you have a passion for best practice casework and a great track-record for collaborating with your teams to continuously improve. You have successfully implemented and improved systems and processes to support great casework - in a way that makes admin easy so workers can devote their time to achieving casework outcomes. It goes without saying that you have great communication and computer skills and an eye for detail. You are also a strategic thinker who is analytical and compassionate in equal measure. You are culturally competent and thrive in a multicultural environment. You create trust and bring your teams on the journey with you whilst fostering independence. You are solutions driven and you tackle tough problems with humanity. Your staff and colleagues seek your counsel and want to learn from you.

You are excited by the opportunity this role presents to invest your skills and talents in best practice casework!

About the role

Based in our Newcastle office, this is a 12-month fixed term full time role to strengthen and transform NSS' casework practice across our four offices and various programs. You will provide leadership and expertise to empower and upskill NSS employees to deliver high quality case work, along with developing effective and consistent systems to ensure best practice and alignment with funding requirements.

Snapshot of key tasks:

- Undertake project to review and redesign existing NSS' case work systems and frameworks, and provide recommendations on changes and updates of these.
- Act as point of escalation on complex casework matters, including those involving domestic and family violence (DFV), child protection, disability, mental health matters and multiple needs.
- Work collaboratively with senior managers to ensure effective management of escalated cases and provide debriefing support to case workers.
- Provide feedback, mentoring, advice, individual training and coaching on trauma-informed practice matters to all NSS' employees involved in case work.

To be successful in this role, you will need:

- Undergraduate Qualification in Social or Behavioural Science (or similar).
- Demonstrated five (5) years' experience managing high complexity case work.

- Experience working with culturally and linguistically diverse (CALD) communities, and colleagues.
- Experience and knowledge of task centred intervention in a variety of settings e.g. individuals, couples, children, young people, families and groups.
- Demonstrated ability to manage caseloads and lead case conferences.
- Demonstrated capacity to analyse, improve and document systems and processes
- Excellent written and verbal communication skills
- Experience in staff training and mentoring
- Available to travel between our four regional offices

Benefits

At NSS we offer an opportunity to share in our vision for a connected community in which diversity defines and nourishes us. Employee benefits include competitive remuneration, not-for-profit salary packaging, 35-hour working week, and additional paid time off during NSS' end of year shutdown.

About NSS

NSS is an independent not for profit organisation providing a range of services in the areas of settlement, aged care, youth and vulnerable families across the Hunter, Central Coast and New England regions of NSW. We work with CALD individuals, families and communities providing high quality services that support and inspire people and communities to overcome barriers and thrive.

Diversity Statement

NSS is committed to promoting social inclusion and productive diversity, by seeking diversity within our workforce. We encourage and welcome applications from diverse community groups and ages including people from CALD background. NSS adheres to the principles of equal employment opportunity. For further information about NSS, please go to www.nsservices.com.au.

How to Apply

All applications will be managed via SEEK. Applications will close on Thursday 29th July. A copy of the position description and selection criteria are available on our NSS Website (nsservices.com.au) under Current Job Opportunities. Applications must include a statement addressing the selection criteria under Position Requirements in the position description, and contact details for 2 referees.

Offers of employment will be subject to successful completion of relevant background checks including a Criminal History and Working with Children Check.

For any enquiries about the position, please contact Debbie Carstens at debbie@nsservices.com.au or (02) 4969 3399.