



## Job Description & Selection Criteria

### AwarAbility: Project and Case Coordinator

- TERM:** Temporary until 30 June 2020. Part-time 21 hours/3 days per week.
- ACCOUNTABILITY:** This position is accountable to the AwarAbility Project Manager and ultimately to the Chief Executive Officer. (Refer to the Organisational Chart).
- DIRECT REPORTS:** Nil

## 1. Organisational Context

Established in 1979, Arab Council Australia (Council) is a secular community-based organisation working to bring about positive social change and improve the lives of the most vulnerable people in the community.

Council represents the interests of people from twenty-two Arab countries. Our membership reflects this diversity and includes people of non-Arabic speaking background. We work with diverse communities and across sectors and play a pivotal role in capacity and community building and in advocacy.

We deliver culturally and linguistically appropriate social services to address isolation, inequity, discrimination, poverty and hardship. Some of these services include: disability support; family support; child protection; social support to older people; problem gambling and financial counselling; orientation and settlement; casework; and educational support to children, youth and families.

Council is also a registered provider under the National Disability Insurance Scheme (NDIS) and provides Support Coordination and Plan Management Services.

## 2. Role Description

This position is responsible for assisting in the implementation of the AwarAbility Project; a project that aims to increase the skills and knowledge of the Arab Australian community and its leaders in South Western Sydney (SWS) and Western Sydney (WS) to become more inclusive of people with disability and mental health issues.

One of the main purposes of the role is to raise awareness within the Arabic speaking community about disability and mental health and available supports. Another key role is to provide support to Arabic speaking clients to improve access the NDIS/ mental health services and overcome the barriers to participation such as a lack of understanding of: available services; the access process; and their rights (due to language barriers and poor cultural relevance of services).

### 3. Specific Duties

<p><b>1. Project Implementation</b></p>	<p>1.1 Support Arabic speaking people with disability and mental health issues, and their carers, to understand and access supports such as the NDIS.</p> <p>1.2 Assist participants to navigate the NDIS access process including: liaising with NDIS; coordinating and completing paperwork; and administration.</p> <p>1.3 Assist in reaching out to people who are under-utilising services and assist them to access appropriate supports.</p> <p>1.4 Provide culturally appropriate education about the NDIS and mental health services to build the capacity of clients to make decisions and choices to meet their needs.</p> <p>1.5 Set up and administer an online community forum to support the Arabic speaking people with disability and/or mental health issues and their families/carers to share experiences and connect with peers.</p> <p>1.6 Assist in coordinating the development of project outputs such as materials and events to obtain consumer input; provide factual information and promote the valued status of people with a disability and/or mental health.</p>
<p><b>2. Stakeholder Relationships</b></p>	<p>2.1 Provide person-centred support to people with a disability and/or mental health issues.</p> <p>2.2 Liaise with participant guardians, carers, families and significant others involved in their care to enhance participant welfare.</p> <p>2.3 Liaise with service providers and community services.</p>
<p><b>3. Quality</b></p>	<p>3.1 Comply with relevant legislation, departmental and organisational requirements.</p> <p>3.2 Comply with contract guidelines.</p> <p>3.3 Ensure record keeping and other participant information is recorded according to service standards and practice.</p> <p>3.4 Contribute to the project's reporting requirements.</p> <p>3.5 Participate in the project's evaluation activities including collecting data where appropriate.</p> <p>3.6 Engage in supervision with the line manager.</p> <p>3.7 Maintain a high level of professional standards.</p>
<p><b>4. Team Participation</b></p>	<p>4.1 Be responsible for specific areas of the project as delegated by management.</p> <p>4.2 Contribute to the on-going development of the team through peer supervision, reflective practice sessions, collaborative team work.</p>

	<p>4.3 Work collaboratively with all staff members ensuring open and clear communication across the organisation.</p> <p>4.4 Participate in team, program and organisational meetings as required.</p>
<b>5. Health and Safety</b>	<p>5.1 Create, maintain, and foster a safe work environment at all times.</p> <p>5.2 Ensure own work does not adversely affect any other person.</p> <p>5.3 Identify, correct and report any unsafe act, condition or behaviour according to Council's policies and procedures.</p> <p>5.4 Report any injury or incident in accordance with Council's policies and procedures.</p>
<b>6. Risk Management</b>	<p>6.1 Comply with Council's Risk Management Policy and procedures.</p> <p>6.2 Actively participate in organisational quality and risk management processes including external accreditation requirements.</p>
<b>7. EEO and Legislative Requirements</b>	<p>7.1 Ensure personal and project staff compliance with all Council policies, legislative requirements and lawful management directions.</p>
<b>8. Code of Ethics and Conduct</b>	<p>8.1. Actively support Council's mission, vision and values.</p> <p>8.2. Ensure full compliance to Council's Code of Ethics and Conduct.</p> <p>8.3. Operate within all Council's policies, procedures and practice guidelines as well as relevant legislative requirements.</p>
<b>9. Employee Development</b>	<p>9.1. Participate in ongoing education and training as identified and approved.</p> <p>9.2. Participate in the organisation's performance management system, including participating in regular supervision to identify opportunities for performance improvement.</p> <p>9.3. Participate in professional development programs that are relevant to the role.</p>

## 4. Position Requirements

- a) Capacity and willingness to work within the ethos of Arab Council Australia
- b) Current unrestricted Australian Drivers Licence and access to a car
- c) Provision of a satisfactory Police Check
- d) A current Working with Children Check
- e) IT skills including working knowledge of Microsoft Office suite and windows operating environment, and data entry skills
- f) Availability to work extended hours, weekends or evenings, as required.

## 5. Selection Criteria

- a) Experience in case work/ case coordination/case management, preferably in a disability or mental health context
- b) Experience in working with CALD communities and an understanding of the challenges faced by Arabic speaking people with a disability and/or mental health issues both in the Arabic-speaking community and in accessing services
- c) Understanding of the NDIS framework and the disability and mental health sectors in Australia
- d) Relevant human services qualification e.g. Diploma in Community Services
- e) Ability to work under pressure, set priorities and monitor own work flow
- f) Ability to work autonomously and as part of a team
- g) Highly developed interpersonal, verbal and written communication skills
- h) Ability to write and converse in Arabic
- i) Ability to identify, establish and maintain key stakeholder relationships.

## 6. Salary and Employment Conditions

Overall employment conditions are as per the modern Social, Community, Home Care and Disability Services Industry (SCHCADS) Award.

This position is currently offered at 21 hours/3 days per week.

Salary is paid fortnightly and is at Level 4 up to Pay Point 4 of the SCHCADS Award. 9.5 % employer superannuation contribution, travel allowance, other relevant entitlements along with some above Award conditions also apply.

Attractive Salary Packaging benefits are available.

## **7. How to Apply**

Please send your CV and a written application (of no more than 4 pages) addressing the above position requirements and selection criteria outlining your experience and capacity to fulfill this position by the closing date on **Monday 17 September 2018** to:

The Chief Executive Officer  
Arab Council Australia Inc.  
P.O. Box 1103  
Bankstown NSW 1885  
Or, email: [info@arabcouncil.org.au](mailto:info@arabcouncil.org.au)  
Phone: (02) 9709 4333  
Fax: (02) 9709 2928