

## POSITION DESCRIPTION

### CASE MANAGER

<b>DEPARTMENT DIVISION</b>	HOST International Thailand (HIF-TH)
<b>REPORTS TO</b>	Case Management Team Lead
<b>LOCATION</b>	Bangkok, Thailand
<b>DURATION</b>	Year Fixed Term (Till 31st December 2024)

### About HOST International

Established in December 2016, HOST International is a not for profit company limited by guarantee committed to transforming refugee protection systems to give more power and choice to refugees and host communities in addressing local protection and integration needs. We work with curiosity, capability, and courage to bring humanity, hope and dignity to all.

HOST operates across the Asia Pacific Region and works closely with local and international partners in achieving its vision.

We operate with the values of respect, compassion, integrity, diversity, and innovation

#### 1. Position Summary

The position of Case Manager is responsible for the development and implementation of individual support plans for asylum seeking or refugee children and families that are accepted into HOST International Thailand's case management program. The role will also be responsible for coordinating the implementation and review of support plans with a view to establishing support for asylum seekers or refugees from multiple stakeholders.

The role requires engagement with clients within their broader refugee communities, and models of practice that encompass community based protection and community development approaches are needed. The role is also key in developing independence, hope, humanity, and dignity for clients and requires an effective support relationship that fosters self-agency.

## 2. Key Responsibilities

- Managing an identified caseload of asylum seeker or refugee children and families (clients) with complex needs or heightened vulnerabilities. This may include responding to a range of complex issues such as child protection, physical and/or mental health, domestic violence, sexuality and trauma;
- Addressing the psychosocial needs of clients whilst also developing hope and self-agency
- Assessing the needs of clients and developing and implementing case management plans which focuses on client needs and aspirations as well as preparing clients for eventual transition to independence;
- Monitoring and reviewing case plans, case plan amendments, transitional care plans, pre- exit plans, exit processes and all relevant information through case notes, reports and any other documentation within required timeframes;
- Support clients to access services independently in the community
- Assisting clients to develop meaningful social connections through linking them with members of their culture or origin or religious community as well as to the local Thai community;
- Ensuring ongoing delivery of culturally appropriate information to clients on relevant matters- orientation, health, housing, relevant laws, community participation, livelihoods opportunities and education options;
- Developing and maintaining positive relationships with key stakeholders to enhance the effectiveness of the service delivery model, to promote understanding and awareness of services and advocate on issues affecting clients;
- Designing and delivering in partnership with other HI Th staff and stakeholders, community based activities that address identified needs and build on clients skills & strengths;
- Contributing to the development of service planning, delivery and evaluation, to enable the HOST International team to deliver quality, best practice and innovative services within program timelines and KPIs;
- Preparing ad-hoc reports for management as required to a high standard and complying with information protocols, policies and procedures;
- Ensuring client case notes, reports and other data management functions and documentation are maintained to a very high standard within required timeframes as per policies and procedures;
- Ensuring all activities align with program obligations, legislation, relevant codes of conduct and policies and procedures;
- Support non-Thai national staff to understand Thai culture and norms and to apply this knowledge in the delivery of case management services; and
- Perform other duties commensurate with skills and experience as required

### 3. Selection Criteria

#### 3.1 *Essential*

- A minimum Diploma qualification in Community Services;
- A minimum of 2 years' experience in case management within the human services sector including experience working with clients with complex needs or heightened vulnerability;
- Demonstrated experience working in a professional capacity with culturally and linguistically diverse and/or asylum seeker or refugee backgrounds;
- Well-developed communication and interpersonal skills including the ability to build productive working relationships with a range of stakeholders;
- Highly developed written and oral Thai communication skills;
- Capacity to communicate clearly in verbal and written English; and
- Demonstrated competence in use of Microsoft Office and online data systems.

#### 3.2 *Desirable*

- Degree qualification in Social Work, Psychology, Behavioural or Social Sciences;
- Proficiency in the following languages – Rohingya, Somali, Vietnamese or other refugee language group.

### 4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and HOST Child Safeguarding Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required.
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values; and
- Perform other duties commensurate with skills and experience as required.

#### 4.1 Position Responsibilities

- Applicants must have the right to work in Thailand;
- All applicants must undertake a National Police Check and not have any serious convictions including fraud, assault, or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check;
- It would be beneficial to hold a current, valid Thai driver's licence;
- Applicants will be subject to social media screening as part of employment and visa application checks.

### 5. HOST's Core Competency Framework

<b>Customer Orientation</b>	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
<b>Continuous Improvement</b>	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
<b>Teamwork</b>	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
<b>Analytical Thinking</b>	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
<b>Communication</b>	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
<b>Initiative</b>	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
<b>Safety &amp; Wellbeing</b>	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.

The above core competency framework applies to all staff working at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

### 6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy. These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors and other Personnel.

## Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	

