



NIMBIN NEIGHBOURHOOD & INFORMATION CENTRE INC.
ABN: 18 607 837 325
www.nnic.org.au

PO Box 20168, 71 Cullen Street
Nimbin NSW 2480
Ph:(02) 6689 1692/1453 Fax: (02) 6689 1492
admin@nnic.org.au

POSITION DESCRIPTION

Position Title: NNIC Disaster Recovery Support Program Manager/Case Manager

Position Type: Full time – 38 hrs week

Award: Social, Community, Home Care & Disability Services Industry Award 2010

Salary Package: Level 6

Working Location: Nimbin Neighbourhood Centre & Information Centre (NNIC)
71 Cullen Street and 7 Sibley Street, Nimbin NSW 2480

Responsible to: NNIC Manager and NNIC RSS Program Manager

Funding Source: Resilience NSW

Tenure: In accordance with funding agreement

POSITION PURPOSE:

The Program Manager is responsible for managing the NNIC Disaster Recovery Support Program on a day-to-day basis, plus providing some case management services to clients as may be needed, depending on the overall case load and complexities.

In particular the role requires the:

- (a) Management of all aspects of the NNIC Recovery Support Program including ongoing monitoring and evaluation strategies;
- (b) Provision of senior leadership within the Recovery Support team;
- (c) Professional supervision and support of the Recovery Support staff;
- (d) Ensuring of service provision/case management/group work to clients/families within the Recovery Support Program with the aim of (a) strengthening families' capacity to recovery and (b) utilization of a recovery-orientated approach building independence through integrated service delivery;

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- (e) Facilitation of initial assessments and management of referrals to the Recovery Support Program in collaboration with the Case Managers;
- (f) Monitoring of clients/families accessing the NNIC Disaster Recovery Support Program, and
- (g) Development and maintenance of links and networks as relevant to the NNIC Disaster Recovery Support Program;
- (h) Provision of disaster case management services to individuals and families impacted by disasters. The Case Manager is responsible for completing Needs Assessments, developing Disaster Recovery Plans and making appropriate community referrals for additional services. The Case Manager maintains appropriate contact with the client to ensure quality services are provided and that their Disaster Recovery Plans are completed in a timely manner and in accordance with the goals of the clients.

Secondary purposes include:

- (a) promoting NNIC services to community and stakeholders;
- (b) developing continuous quality improvement and learning cultures amongst client services programs.

The Recovery Case Manager will also provide disaster case management services to individuals and families impacted by disasters. The Case Management role includes completing Needs Assessments, developing Disaster Recovery Plans and making appropriate community referrals for additional services. The Case Manager maintains appropriate contact with the client and ensures quality services are provided and that their Disaster Recovery Plans are completed in a timely manner and in accordance with the goals of the clients.

KEY RESPONSIBILITY AREAS:

The duties of the MRNC Recovery Support Program Manager include, but are not limited to:

1. Management of staff service delivery e.g. ensure development, implementation, provision and evaluation of program staff services across the Lismore (Northern) plus parts of the Tweed and Kyogle LGAs, in areas of responsibility including supporting staff to reach agreed performance targets and funding requirements, engagement in

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planned promotion and marketing activities, identify and action opportunities for growth consistent with NNIC’s strategic priorities.

2. Staff supervision and professional development e.g. ensure compliance with NNIC’s supervision, support and professional development policy and procedures. Provide practice/professional supervision and support staff involved in case management delivery and planning including intake, needs assessments and evaluations. Facilitate annual performance reviews of direct reports including the development of annual learning and development plans to ensure staff achieve required program standards.
3. Financial management e.g. assist the NNIC Manager in the development of relevant budgets, ensure financial accountability in accordance with program guidelines and NNIC policy and procedures, responsibility for management and reporting of the Recovery Support Service budget in accordance with NNIC requirements.
4. Community development e.g. assist direct reports to develop, implement and report on community activities as components of supervision and/or annual performance appraisals.
5. Maintain case load expectations as per the funding agreement, including the performance of case management functions -:
 - (a) complete eligibility and intake process for each client. Conduct appointments at Outreach locations where this may assist the clients, to provide on-going support and assistance in applying for and obtaining community resources to meet disaster caused unmet needs.
 - (b) Develop Individual Disaster Recovery Plans in collaboration with the impacted clients. Conduct follow up appointments to monitor and assess the effectiveness of services provided.
 - (c) Document comprehensive client background information, case history, updates and progress towards Individual Disaster Recovery Plans in both physical and digital files via online software. Prepare reports as requested by RSS Program Manager.
 - (d) Assist clients in identifying and obtaining available benefits as well as social and community resources. Serve as liaison between family services, medical/psychological health professionals and other contacts to help individuals and families in post-disaster events.

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6. Quality improvement e.g. ensure compliance with relevant funding, legislative and NNIC policy and procedural requirements, implement and monitor annual program of quality improvement initiatives, lead development of team and learning cultures including practice of critical self-reflection amongst direct reports with front-line responsibilities.
7. Operational administration e.g. ensure compliance with reporting requirements including Resilience NSW monthly reporting requirements, and NNIC policy and procedures (including risk management and WHS), attend scheduled supervision and staff meetings.
8. General e.g. comply with NNIC's policy and procedures and code of conduct, participate in NNIC centre-wide promotional opportunities, promote other NNIC services to clients, stakeholders and volunteers and maintain a professional development program.

WORK, HEALTH & SAFETY RESPONSIBILITIES:

All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Nimbin Neighbourhood and Information Centre's Policies and Procedures. Employees are required to carry out duties in a manner that does not adversely affect their health and safety and/or that of others by reporting incidents and injuries as well as co-operating with workplace measures to improve WHS.

OTHER EXPECTATIONS

- To understand and uphold the ideas, aspirations and ethics of the Nimbin Neighbourhood and Information Centre and to identify with its purpose.
- To attend scheduled supervision and support sessions.
- To attend staff meetings.
- To attend appropriate professional development and training courses;
- To actively participate in the NNIC performance appraisal procedure.
- To abide by the Centre's Code of Conduct and policy/procedural frameworks.
- To adhere to confidentiality and privacy principles.



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- In the event of a critical incident or near miss, complete NNIC Incident Report Form and advise the Manager, or in their absence a Management Committee Representative.
- To attend management committee meetings, with notice, if required by Management Committee.
- To attend NNIC planning meetings, as negotiated as may be required in accordance with NNIC policy.

ADDITIONAL INFORMATION

- Nimbin Neighbourhood and Information Centre is a smoke free environment.
- Workplace Health and Safety (WHS): Pre-existing injury: Before any person can be appointed to this position it will be required that they disclose any pre-existing injuries or disease that might be affected by employment in this position.
- Equal employment opportunity: Nimbin Neighbourhood and Information Centre is an equal opportunity employer. Staff are responsible for ensuring, and demonstrating familiarity with Centre policy including the equal employment opportunity policy.

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SELECTION CRITERIA

Qualifications:

- Tertiary Qualifications in Community Services, Social Science, Services Management, or similar.

Experience:

- Minimum of three years significant experience in a similar role.
- Demonstrated contemporary knowledge of government service provision and Disaster Recovery.

Core Requirements:

- Demonstrated experience in the delivery of Case Management services to families involving complexity and sensitivity.
- Demonstrated management of medium sized programs including human resource and financial management.
- Demonstrated superior interpersonal and communication skills.
- Demonstrated experience in developing and maintaining effective networks and partnerships in the delivery of case management service provision.
- Demonstrated experience in working with families including child protection, mental health, domestic and family violence and alcohol and other drugs, including being able to respond effectively to crisis and high-risk situations.
- Experience managing and developing operational systems for a community services organisation including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables.
- Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.
- Trauma informed service provision.
- Computer literacy and administration skills.
- Travel across the geographical area is a genuine position requirement.

Desirable requirements:

Strong local knowledge and particularly knowledge of Rural land sharing Communities and their various structures/models.



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SPECIAL CONDITIONS:

Successful applicants will be required to undergo Police and Working with Children Checks.

Successful applicants will be required to submit evidence of motor vehicle insurances.

All applicants MUST address the Selection Criteria plus provide CV and two current referees, including one from your supervisor at your most recent place of employment.

Applications Close: 7th August 2022 Late applications will not be considered.

Send applications to:

**The Manager
Nimbin Neighbourhood and Information Centre
PO Box 20168 Nimbin NSW 2480
Or via email admin@nnic.org.au**