



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 Case Manager

Position Type: Full time – 38 hrs week

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

Salary Package: Level 5

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 Recovery Case Manager will provide 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 and 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.

KEY RESPONSIBILITY AREAS:

The duties of the Recovery Case Manager include, but are not limited to:

1. Conduct client outreach and complete eligibility and intake process for each client. Conduct appointments at Outreach locations where this may assist the clients, to provide



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- on-going support and assistance in applying for and obtaining community resources to meet disaster caused unmet needs.
2. Develop Individual Disaster Recovery Plans in collaboration with the impacted clients. Conduct follow up appointments to monitor and assess the effectiveness of services provided.
 3. 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.
 4. 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.
 5. Meet regularly with the NNIC RSS Program Manager to assess staff case load. Provide on-going program evaluation and recommendations to the RSS Program Manager for continuous growth and quality.
 6. Provide reports and status for all cases in their portfolio as needed by program demands.
 7. Participate in workshops, seminars, education programs and other activities that promote professional growth and development.

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.



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- 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.
- 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 policies including the equal employment opportunity policy.

SELECTION CRITERIA



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CORE REQUIREMENTS & QUALIFICATIONS

Qualifications:

- Tertiary Qualifications in human services, social work or social services fields; or min Cert IV in relevant field plus experience.

Skills and Experience:

- 2 years' prior experience in child/family case management, emergency disaster response and/or recovery environments to include working within multi-disciplinary teams to develop Disaster Recovery Plans with specified goals and outcomes, is strongly preferred.

Core Requirements:

- Ability to communicate clearly and effectively via oral and written means. Ability to present a reassuring and positive demeanor to individuals, their families, staff, supportive services personnel, and the general public.
- Ability to remain calm and maintain self-control in the midst of difficult circumstances and emergencies. Ability to respond in a professional manner in all situations.
- Good computer skills including working knowledge of Word and Excel and ability to maintain data/enter data into data base.
- Ability to think analytically and evaluate the impact of case management recommendations. Ability to set work priorities and to evaluate and create solutions to work related problems.
- Ability to negotiate individuals down from stressful situations and potential threatening behaviors. Ability to persuade clients to make appropriate life decisions.
- Knowledge of case management services and community resources; Federal, State and local assistance programs, housing & utility assistance and disability benefits.
- Travel across the geographical area is a genuine position requirement.

Desirable requirements:

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

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**