

Mission Australia

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| About us: | <p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p> |
| Purpose: | <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p> |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |

Position Details:

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| Position Title: | Case Manager |
| Division: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | To support clients and other staff in the provision of welfare support, in particular the provision of services to assist with youth homelessness and other related issues. |

Position Requirements (What are the key activities for the role?)

| Key Result Area 1 | Client Support |
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| <p>Key tasks</p> <ul style="list-style-type: none"> Respond to referrals from internal and external support services Conduct assessments for each referral, contacting the referrer as required Undertake initial intake for clients including necessary paperwork and application forms relating to case plans, exit plans and referrals to external services for post-care as required Work with the clients and families where appropriate to create individualised case | <p>Position holder is successful when</p> <ul style="list-style-type: none"> Staff will be available to work on a rotating 24-hour roster. Thorough initial assessments are conducted resulting in only suitable clients being brought into the service. Thorough registrations are conducted and all required paperwork is completed and put on file. Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities. |



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| <p>plans including referral/s to partnered and supplementary services as needed</p> <ul style="list-style-type: none"> • Provide intensive ongoing case management sessions with clients and review progression against case plans and provide informal counselling as required • Assist clients in the process of transition out of service into independence or other services as aligned with the client's exit plan • Conduct group case management sessions for clients such as living and life skills • Provide supported referrals to enquiries where service is at capacity or not suitable • Provide ongoing supervision and support for young people within the service to assist them in progress towards support plan goals as well as identifying and supporting new goals or changes in goals. • Provide and facilitate access to post crisis support to sustain young people in their accommodation | <ul style="list-style-type: none"> • 24-hour support is provided for all clients ensuring consideration for their general wellbeing and privacy. • Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services. • Ongoing flexible support is provided for clients that meet their individual needs and situation • Group and individual programs are facilitated in response to individual and group needs and clients are supported to increase their living and life skills. • All enquiries to the service are responded to in an appropriate and supported manner • Young people are supported in a flexible and holistic manner and encouraged and supported to reach their goals • Young people receiving services have access to supports on evenings and weekends. |
| <p>Key Result Area 2</p> | <p>Program Support</p> |
| <p>Key tasks</p> | <p>Position holder is successful when</p> |
| <ul style="list-style-type: none"> • Networking, liaising and negotiating with other agencies and careers to ensure a continuum of appropriate services are available for clients participating in the program. • Monitor the individual case plans and ensure that clients have appropriate access to all areas of the program depending on their individual needs. Also liaising with the team to ensure all staff are aware of and adhering to individual case plans. • Work with Youth Workers to plan client activity programs • Support the team and Service Manager in arrange of areas to support the effective running of the service. • Complete file notes for all young people in line with Mission Australia and program guidelines | <ul style="list-style-type: none"> • Clients are successfully accessing all areas of the program. • All clients are completing case plans and staff are aware of them. • Client activity programs are accurately planned and written up on the resident noticeboard. • Active contribution made to the development of the program including participation in staff training and development. • Assistance provided to the larger team for the effective running of the service. • File notes are factual, thorough and completed for all clients within the service by the end of each shift • All required information is entered into MA Connect in line with Mission Australia policies and program practices |

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| <ul style="list-style-type: none"> Record case information, documentation and all other relevant client information in MA Connect Provide general wellbeing and safety supervision of clients within the service, attend to and report risks as per Mission Australia policy and program practices | |
| Key Result Area 3 | Administration |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> Ensure that all required internal and external client paperwork is completed and copies kept on file. Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, etc. Undertake other duties as reasonably requested from your direct manager | <ul style="list-style-type: none"> All paperwork is completed and correct and kept as required. All required administration tasks are completed accurately and in a timely manner |

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Experience working with young people with challenging behaviours
- Good computer skills
- Current driver's license
- Senior First Aid certificate or willingness to obtain
- Satisfactory criminal record check
- Current Working with Children Check.
- Knowledge of case management
- Knowledge of issues surrounding homelessness and an understanding of the issues that impact on families

Key challenges of the role

- The ability to manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within a residential setting service.

Compliance checks required

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| Working with Children | <input checked="" type="checkbox"/> |
| National Police Check | <input checked="" type="checkbox"/> |
| Vulnerable People Check | <input type="checkbox"/> |
| Drivers Licence | <input checked="" type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> |

Approval

Manager name

Approval date