

Mission Australia

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>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:

Position Title:	Recovery Case Worker (Level 3)
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<p>The Housing & Accommodation Support Initiative (HASI) program is a NSW state project with formal partnerships between NSW Health, Family & Community Services (FACS) and NGOs. HASI aims to strengthen the community based responses to adults aged 16 years and older with severe mental illness through psychosocial support. The HASI program aims to offer flexible hours of support based on need instead of a set package allocation. This flexibility in delivery will ensure individualised care is linked directly to a consumer's changing levels of needs as assessed by the consumer, their clinical professionals and the HASI support team. HASI is targeted at consumers who have stable accommodation including: social housing, boarding house, caravan, private rental and owned properties in addition to individuals exiting the correctional system. HASI aims to work with consumers on their recovery journey whilst also reducing hospital admissions and homelessness. Using the psychosocial recovery approach, this new program will assist in understanding the impact and addressing all aspects of a consumer's life. HASI workers will assist to coordinate a consumer's holistic care ensuring open communication between all stakeholders in their recovery journey and driving shared and sustainable consumer outcomes.</p>

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

Key Result Area 1 – Consumer Support	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Conduct consumers into the program and complete all necessary paperwork. • Work alongside consumers, and other appropriate services to create individualized support plans that are in line with the consumer’s personal goals and needs. • Provide ongoing recovery orientated care coordination sessions with consumers and review progression against support plans as required. • Assist support workers in the ongoing implementation of person centered support plans through a range of varied activities. • Assist consumers in the process of transition from either hospital (mental health inpatient units) or correctional facilities to living independently in the community • Encourage hope and self determination • Encourage consumers to address physical health needs • Undertake effective care coordination 	<ul style="list-style-type: none"> • Consumers are thoroughly inducted into the program and are fully aware of their rights and responsibilities. All required paperwork is completed and placed on file. • Support plans are created (in conjunction with consumer & relevant stakeholders) which reflect the desires of the consumer. • Demonstration of recovery orientated practice • Ongoing support is provided for the consumer that meets individual needs and effective relationships are built with consumers. • Consumer assessments are conducted thoroughly and as scheduled and contribute to the development of appropriate support plans. (including but not limited to completing assessment tools) CANSAS) • Author and update risk assessments in conjunction with relevant stakeholders • Consumers are suitably supported in the fulfillment of their support plans including advocacy where required. • Work with consumers and relevant stakeholders to ensure the delivery of consumer outcomes and maintain effective communication between all stakeholder • Attend clinical reviews with the mental health team.
Key Result Area 2 – Program Support and Development	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and maintain relationships with internal and external stakeholders including service partners and government agencies. • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development. • Participate actively in Quality Program (QP) through completion of scheduled activities and consistently being aware of process or service improvements. • Actively participate and contribute in team 	<ul style="list-style-type: none"> • Effective relationships are created resulting in positive outcomes for consumers and the service, and opportunities are utilized for the enhancement and promotion of Mission Australia. • Active contribution is made to the development of the program including participation in staff training and development, as well as service planning days • Opportunities are identified for improvement within the service and presented to management as required. • Staffs meet their performance targets and achieve sustainable consumer outcomes.

<p>meetings, service planning days and internal and external clinical supervision.</p> <ul style="list-style-type: none"> Professional consumer notes are written, documentation of consumer interactions and related interactions. 	<ul style="list-style-type: none"> Consumer notes are documented in factual and professional manner
<p>Key Result Area 3 – Program Maintenance</p>	
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> Create and update individualized consumer files and notes for all consumers on internal database or hard copy in line with Mission Australia protocols. Take all necessary action to ensure self-care and safety including work health and safety, clinical supervision and professional development activities. Ensure that all required internal and external consumer paperwork is completed and copies kept on file. Complete a range of internal and external reports relating to consumer outcomes. Complete a range of other administrative duties for the efficient running of the service including use of brokerage, service statistics, referral letters, and case plans. Support the Program Manager when required, with various tasks in relation to the administration of the program 	<ul style="list-style-type: none"> The consumer’s files are created in a clear and concise fashion, to required standards and are updated regularly. All possible self-care and safety precautions are taken. All paperwork is completed and correct and kept as required. All required reports are prepared correctly and on time.
<p>Key Result Area 4 – Relationship Management</p>	
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> Assist in the promotion and awareness of HASI and its involvement in local community activities. Develop meaningful relationships with external services and stakeholders, families and significant others of the other consumers 	<ul style="list-style-type: none"> The organization is positively represented to external contacts at all opportunities. Strong relationships are formed resulting in beneficial outcomes for all parties. Email and phone communication between stakeholders is continually upheld.
<p>Key Result Area 5 – Work Health & Safety (WHS)</p>	
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> Mitigate the risk to all staff, visitors, and consumers by demonstrating compliance with WHS requirements. Staffs to ensure risk management planning, incident reporting and safe work practices are implemented. Assisting with developing new safe work practices and updating existing safe work 	<ul style="list-style-type: none"> Staff performs their role in a safe manner, and is able to identify risks associated with relevant tasks. Staff demonstrate compliance with internal policies and procedures related to WHS and workers compensation and follow reasonable directions given by the company in relation to Work Health and Safety

<p>practices as required.</p> <ul style="list-style-type: none"> • Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the well-being of employees and consumers at Mission Australia. • Report hazards and risks appropriately 	<ul style="list-style-type: none"> • Use MA systems and procedures to raise awareness about potential or current risks and hazards.
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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

- Minimum 1 years work experience in relevant field
- Minimum Certificate IV: Mental Health
- Knowledge and awareness of recovery orientated practice

Key challenges of the role

- Balancing consumer support with care coordination tasks
- Working with external partners to effectively negotiate successful outcomes for consumers

Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe) _____

Approval

Program Manager

25th August 2017