

POSITION DESCRIPTION

Community Service Worker- Level 4

Job Title:	Youth & Family Case Manager CSW Level 4.1 (Fixed Term Full-Time)
Responsible To:	Program Manager
Responsible For:	To case manage young people and their families, both from the YouthBeat facility and on an outreach or follow-up basis, to provide practical assistance to at-risk young people and their families in the provision of welfare support services.
Founding Purpose	<p><i>“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)</i></p>
Vision	<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>Pathways for life</i></p> <p>Our vision is to see a fairer Australia by enabling people in need find pathways to a better life</p>
Organizations’ Core Values	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	<p>Walking alongside those in need, we help people discover:</p> <ul style="list-style-type: none">• <i>Pathways to strong families and healthy, happy children</i>• <i>Pathways through a successful youth</i>• <i>Pathways away from homelessness</i>• <i>Pathways to skills and qualifications</i>• <i>Pathways to sustainable employment</i>
Position Purpose:	To case manage and support young people and their families to overcome issues or challenges and ensure the appropriation of adequate support services and educational placements. To utilise experience, cultural awareness and appropriateness when engaging with Aboriginal or Torres Strait Islander young people.
Key Challenges	The ability to remain focused and motivated whilst working autonomously in a varying environment. In addition the ability to be creative in addressing issues or challenges that family’s face, in order to achieve desired outcomes.

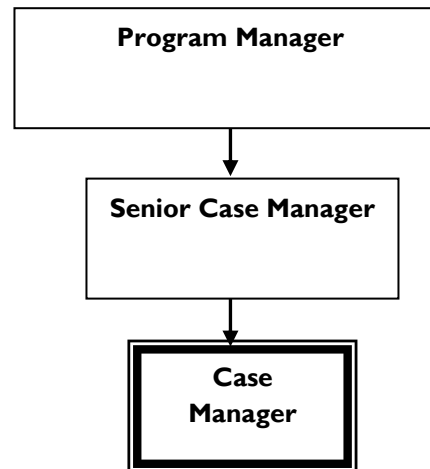
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Key Result Areas

- Aboriginal and Torres Strait Islander youth engagement
- Case Management
- Client Support
- Family support
- Program Support and Maintenance
- Administration

A. ORGANISATION CHART (What are the key reporting relationships for the role?)



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B. JOB REQUIREMENTS (What are the key activities for the role?)

Key Result Area 1	Client & Family Support	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> • Use a holistic case management approach to develop a support plan which is based on the concepts of shared care and a continuum of care. • Undertake initial client assessments to determine their suitability for support from the service. • Provide practical support to crisis clients including showering, provision of food and continuous monitoring to ensure their ongoing safety whilst at the service. • Respond to any emergency issues or dangerous situations by gaining the support of internal or external support services. • Respond to referrals of clients to the service from internal and external services and conduct formal assessments in an outreach environment (schools etc.) of suitability for the program. • Undertake initial registrations for families, including all necessary paperwork and application forms. 	<ul style="list-style-type: none"> • Client’s needs are identified; problems solving techniques are used to implement actions that achieve desired positive outcomes for the client and or their family. • Thorough initial assessments are conducted resulting in only suitable clients being brought into the service. • Practical support is provided for all clients ensuring consideration for their general wellbeing and privacy. • Any urgent issues are responded to in a timely manner with engagement of appropriate internal and external support services. • All referrals are responded to and appropriate families are selected for the program • Thorough registrations are conducted and all required paperwork is completed and put on file. 	

Key Result Area 2	Program Support	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> • Arrange appointments for clients as necessary • Assist other staff by supporting them in interactions with clients and assistance with challenging issues. 	<ul style="list-style-type: none"> • Clients are referred to case managers and appointments kept where possible. • Ongoing support is provided for other staff and clients where needed. 	

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<ul style="list-style-type: none"> • Ensure that information is gained from and shared with other workers in regard to the circumstances and needs of clients. • Assist in the general supervision of clients throughout the service to ensure appropriate support, safety and adherence to regulations. • Contribute to the general running of the service including cleaning, maintenance management and sourcing of supplies. 	<ul style="list-style-type: none"> • Open communication is maintained with case managers to ensure appropriate treatment of clients. • Client support and safety is maintained at all times and all staff and clients comply with service regulations. • Contribution is made where necessary to ensure the effective running of the service.
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Key Result Area 3	Administration	
Key Tasks:	Job 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 • Create and update individual case management files for all clients in line with Mission Australia policies and procedures. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc. 	<ul style="list-style-type: none"> • All paperwork is completed and correct and kept as required. • Case management files are created in required standard and updated regularly. • All required administration tasks are completed accurately and in a timely manner. 	

C. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility	Purpose and Values
Key Tasks	
<ul style="list-style-type: none"> • 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 behavior 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; 	

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- Follow reasonable directions given by the company in relation to Occupational Health and Safety.

D. RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

Competencies

- Relationship Management
- Technical Expertise
- Values Alignment
- Organizational Awareness
- Client Focus
- Results Orientation
- Cultural awareness

Experience and Qualifications

- Posses a relevant qualification in the area of youth and/or community service.
- Awareness and experience with Aboriginal and Torres Strait Islander people and culture.
- Demonstrated Case Management experience.
- Experience and ability to work with youth at risk including knowledge of child and adolescent development.
- Experience and ability to work with families including knowledge of family systems.
- Working with Children Check, Police Clearance, 'C' class driver's license, computer literate in Microsoft Office.
- Demonstrated assessment, counseling and crisis intervention skills, including for people at risk of self-harm and suicidal behavior and families in crisis.
- Ability to work as part of a multi-disciplinary team and work independently.
- Well developed communication and interpersonal skills including report writing and statistical collection.
- A readiness to work within the Mission Australia Values Statement.

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Competencies

E. APPROVAL

Manager's Name:	
Approval Date:	