

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

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.

Together we stand with Australians in need, until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)

Values: Compassion Integrity Respect Perseverance Celebration Collaboration

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Senior Case Manager

Division: Service Delivery

Reports to: Program Manager, Youth on Track

Position Purpose: To deliver intensive case management supports to young people and their families to address criminogenic risk and needs. In addition Senior Case Managers will coordinate and provide a range of evidence based interventions.

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

| Key Result Area 1 | Senior Case Management |
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| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> Respond to referrals and conduct intake processes in a timely manner and according to service guidelines. Deliver intensive case management supports to a case load of 12 young people and their families addressing criminogenic risk and needs Develop comprehensive case plans with the young person and their family focusing on addressing the young person's individual | <ul style="list-style-type: none"> All allocated referrals are processed within required timeframes Client case load is maintained as per program guidelines and depending on the level of support required for each participant Each young person has an individual and family case plans with identified goals, which are regularly reviewed according to service guidelines Plans will address issues including, but |

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| <p>criminogenic needs as identified through the YLS/CMI-AA assessment and increase pro-social behaviour</p> <ul style="list-style-type: none"> • Regularly review individualised and family case plans for each client working towards their goals. • Deliver a range of evidence based interventions to address risk factors such as drug and alcohol, family functioning, education, housing supports and offence focused programs • Build relationships based on trust and respect, and that involve listening, honesty, direct and respectful communication • Ensure that information on relevant community resources is available to participants and that appropriate referrals are made and followed up • Maintain client confidentiality at all times • Provide effective and culturally sensitive support to all clients regardless of ethnicity, race, gender, social and economic class or sexual identity | <p>not limited to: living and coping skills; welfare needs; interpersonal and social skills; health; education; risk behaviours , recreational needs, and family relationships</p> <ul style="list-style-type: none"> • Client case reviews are conducted as per program guidelines • I:I and group programs are appropriately facilitated as per program guidelines and service schedule • Professional relationships are developed in a timely manner with young people, their family members and community members • Information, support and advocacy is provided to all participants to link in with other services where appropriate • Mission Australia policies and procedures re: participant confidentiality are followed at all times, there are no reported or observed breaches of these policies • Clients report that services are culturally appropriate and accessible |
| <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"> • Autonomously and as a member of a team deliver a range of interventional programs to young people • Identify potential improvements in service provision to participants, and participate in and implement all continuous quality improvement activities within the service to | <ul style="list-style-type: none"> • Group and individual programs are successfully facilitated as per schedule • Continuous quality improvement is enhanced through constant analysis and improvement of service provision |

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| <p>ensure compliance with service standards</p> <ul style="list-style-type: none"> • Develop an effective working relationship with local community groups, and other relevant government and non-government agencies | <ul style="list-style-type: none"> • All communication to other agencies is professional and constructive at all times. There is participation in allocated interagency activities • Mission Australia and its staff are respected members of the local service network |
| <p>Key Result Area 3</p> | <p>Administration</p> |
| <p>Key tasks</p> | <p>Position holder is successful when</p> |
| <ul style="list-style-type: none"> • Document clear and concise records within Mission Australia and data systems including case records and service plans, statistics and outcomes and submit reports where required • Record and submit accurate and appropriately detailed information to support program outcomes • Manage and administer a number of tasks in a coordinated, efficient and timely manner • Adhere to procedures relating to client services, data collection and financial management • Access petty cash for brokerage funding for clients where appropriate, and keep required paperwork | <ul style="list-style-type: none"> • All client files and service plans, including case notes, are maintained to the appropriate program standard and according to MA policies and procedures. • Data is provided to the program Manager as requested • Program tasks are being delivered an accurate and coordinated manner • Accurate and detailed information is recorded supporting all program deliverables • All petty cash and client brokerage requests are processed through the Program Manager |
| <p>Key Result Area 4</p> | <p>Professional Development</p> |
| <p>Key tasks</p> | <p>Position holder is successful when</p> |
| <ul style="list-style-type: none"> • Attend and actively participate in program specific training and courses related to Youth on Track and Mission Australia • Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships | <ul style="list-style-type: none"> • Required training and courses have been actively attended and there is a demonstrated understanding and increase knowledge of the Case Management within Youth on Track • Participate in Mission Australia performance management and development processes |

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
- Work in a way which is non-judgemental, compassionate, patient and empathic, and demonstrate belief in people's ability to recover

Recruitment information

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

- Relevant tertiary qualifications (Cert IV or higher) in respective fields i.e. Youth Work, Mental Health, Justice, Counselling, Case Management, Drug and Alcohol, Social Work, Psychology, Criminology
- At least two years' experience in their respective fields
- Working with Children's Check
- Minimum Class C Drivers Licence
- Effective listening and communication skills
- Computer literacy, including the ability to use Microsoft Office
- Demonstrated understanding of best practice criminogenic interventions related to behavioural and rehabilitation supports, the impact of substance use and knowledge of mental health issues
- Actively support MA's Reconciliation Action Plan, and demonstrate the ability to work with people from diverse cultural backgrounds
- Positively and constructively represent our organisation to external contacts at all opportunities
- Ability to travel between locations and provide outreach support to clients
- Demonstrated ability to work independently and as part of a team

Key challenges of the role

- Managing a complex caseload of participants with diverse needs
- 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 the service.

Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Drivers Licence

Approval

Manager name

Approval date

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