

## -Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We have learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

### Position Details:

Position Title:	<b>Case Manager</b>
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 4
Program:	Reconnect Peel
Reports to:	Program/Area Manager
Position Purpose:	This role will support and assist young people aged 12 – 18 years and their families through an integrated case management approach, including the provision of informal counselling, advocacy and other supports, on an individual basis to prevent youth homelessness.

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

Key Result Area 1	Client Support
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Respond to referrals of individuals and or families from internal and external services including young people, schools, families, other services and conduct initial assessments of suitability for support.</li> </ul>	<ul style="list-style-type: none"> <li>All referrals are responded to and appropriate clients are selected for the program.</li> <li>Thorough assessments are conducted and all required paperwork is completed and entered on MA Connect.</li> </ul>

<ul style="list-style-type: none"> <li>• Undertake formal face-to-face assessments of clients, including all necessary paperwork using the approved assessment tools.</li> <li>• Induct clients into the service including the program requirements, their rights and responsibilities.</li> <li>• Work with clients to create individual support plans including referral to supplementary services as needed.</li> <li>• Provide intensive ongoing case management sessions (formal and informal) with clients and review progression against individual support plans and provide informal counseling as required.</li> <li>• Conduct group activities for clients where necessary and appropriate.</li> <li>• Link clients to relevant support services, which will assist in addressing issues including, health, education, employment, recreation and social networks.</li> <li>• Assist clients to source and secure long-term stable accommodation if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> <li>• Individual support plans are created on MA Connect for all clients in line with Mission Australia best practice.</li> <li>• Ongoing support is provided for clients in a timely manner that meets their individual needs and situation.</li> <li>• Group activities are conducted for clients as appropriate and feedback from participants is positive.</li> <li>• Clients are referred to appropriate internal and external support services.</li> <li>• Clients are assisted in securing and establishing safe, stable long-term accommodation.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Develop strong internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Develop strong relationships with key external stakeholders including other service providers, and community service workers to assist in the receipt of information and referral of clients.</li> <li>• Actively participate in local networks and forums to promote the program across all appropriate service providers in the region.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong internal relationships are developed resulting in improved service functioning and service outcomes.</li> <li>• Strong external relationships result in effective interaction with service and appropriate referral of clients.</li> <li>• Positive relationships are built with referral agencies and referrals are received from these agencies.</li> </ul>

Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Create and update individualised case management files for all clients in line with Mission Australia protocols, including regular review of support plans.</li> <li>• Ensure that all required internal and external client paperwork is completed and copies are uploaded on to MA Connect.</li> <li>• Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally.</li> <li>• Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and regular outcomes reports.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans etc.</li> <li>• Manage requests for brokerage in line with relevant procedures ensuring financial and client records are maintained as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in MA Connect to the required standard and updated regularly.</li> <li>• All paperwork is completed, correct and stored as required.</li> <li>• Clients are provided with practical case management support to meet their individual needs</li> <li>• All required reports are prepared accurately and in a timely manner.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> <li>• Brokerage requests are managed in accordance with the relevant procedures, funds are made available in a fair and equitable manner and all records are maintained.</li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## 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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

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

- A Degree or Diploma in Social Welfare/Social Science or a minimum of six years' experience in a similar role.
- A comprehensive understanding of issues impacting vulnerable and disadvantaged young people;
- Experience in working with young people who are disengaged from education, their families and the community;
- Experience working with parents of disengaged young people;
- Demonstrated experience in providing vulnerable clients with a range of supports;
- Sound knowledge of and relationship with referral sources, government and non-government agencies;
- Excellent communication skills, both written and verbal;
- Experience in initiating, organising and planning activities;
- Ability to work as part of a team;
- High level of computer skills in Windows environment;
- Demonstrated experience in case management processes; and
- Satisfactory criminal record check and Working with Children check.

### Key challenges of the role

- Engaging with disengaged, vulnerable and at risk young people presenting with complex trauma backgrounds and associated issues to enable them to achieve the desired outcomes;
- Managing multiple tasks and competing priorities from a range of stakeholders;
- Providing a service to young people living in the Peel Region; and

- Remaining focused and motivated whilst working autonomously in a small team environment.

### Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Driver's Licence

Other (prescribe)

\_\_\_\_\_

**Approval**     **Linda Richardson**

01/04/2021

---

**Manager name**

**Approval date**