

## 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>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:

Position Title:	Intensive Family Support Practitioner
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To facilitate effective sustainable change in families experiencing multiple and complex needs, to minimize or prevent a family from entering or re-entering the statutory child protection system.

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

Key Result Area 1	Client Support
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>Respond to referrals from Program Manager within required time frame</li> <li>Active engagement with families, explore mutual obligations, complete required forms and develop collaborative goals from a strengths-based, trauma informed, family focused practice framework</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>Referrals are actioned within 48hrs with client contact and electronic, database, case notes and hard copy files are established</li> <li>Active engagement and collaborative goal setting is completed with families</li> <li>Prioritisation Guidelines are adhered to. Parents and children with a disability are successfully linked with supports within the community.</li> </ul>

- Engage with clients based on professional assessment of critically-of-needs as per Prioritisation Guidelines.
- Engage with parents or children with disabilities to understand their needs and create linkages into the community to support individuals with a disability.
- Provide interventions focused on the best interests of the child that will achieve positive long-term outcomes to families to strengthen the care and protection of children living at home
- Where required, conduct therapeutic interventions in the client's home.
- Create a single case-plan per family detailing goals, expected outcomes, identifying who is responsible for what, and time-frames that can be shared with other agencies where appropriate
- Conduct cold calling including unannounced home visits to facilitate engagement of clients
- Provide active assistance or research and make appropriate referrals to local services
- Take the lead in providing ongoing case management with families and review case plans regularly
- Provide therapeutic intervention to support case plans including informal counselling
- Take the lead in convene case conferences with the family and other service providers as needed to minimise service duplication and create best outcomes
- Develop and deliver group education and support activities for clients where necessary and appropriate using evidence based research.
- Assist clients to transition out of the service. Refer into other services where appropriate and available

- Therapeutic interventions are conducted successfully in the home where required.
- A single case plan is developed in collaboration with each family which can be shared with other local stake-holders.
- Cold calling is conducted safely and effectively as required
- Appropriate and practical assistance is provided or resourced
- Families are referred to appropriate community services in exit
- All relevant and proper steps are taken to ensure that positive and sustainable outcomes are achieved
- Family support/informal counselling sessions are conducted
- Case conferences are convened with stakeholders resulting in collaborative service plans
- Group sessions are developed and delivered as needed.
- Confidentiality and client rights are respected at all times
- The wellbeing of service users is enhanced in a professional, appropriate and ethical manner
- Brokerage is used in accordance with service guidelines
- Complex cases and emergencies are responded to in a timely manner
- Participate in reflective practice processes as required.
- Engagement plans are developed with partnership services to engage with resistant clients. ]

<ul style="list-style-type: none"> <li>• Brokerage expenditure is managed and documented effectively</li> <li>• Assist Program Manager and other staff in addressing complex cases or emergency situations</li> <li>• Participate in external evaluations of outcome reviews as needed</li> <li>• Participate in reflective practice processes to ensure continuous improvement in service delivery</li> <li>• Develop strategies to actively engage resistant clients who will be at risk of future harm if change is not made as well as partnership services who have a shared relationship with the client.</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 and maintain effective relationships with team members and Mission Australia staff</li> <li>• Develop and maintain effective relationships with community, government and non-government services</li> <li>• Engage with outposted Disability Services Officers (FACC and IFS Services)</li> <li>• Participate actively in community network meetings</li> <li>• Share knowledge of local networks and 'best practice' with other team members</li> </ul>	<ul style="list-style-type: none"> <li>• Mutually respectful relationships facilitate a positive team culture</li> <li>• Up to date knowledge of local community services facilitates active referral pathways into and out of the IFS service</li> <li>• Disability Services Officers are actively engaged with.</li> <li>• Actively participates and professionally represents IFS in community meetings and networks</li> <li>• Knowledge of local networks and 'best practice' is shared with other team members</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Administration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Create and update individualized case management files for all clients in line with Mission Australia protocols.</li> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file.</li> <li>• Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Clients are provided with practical case</li> <li>• All admin tasks are completed accurately and on time</li> </ul>



<p>providers, appointment setting and advocacy internally and externally</p> <ul style="list-style-type: none"><li>• Complete a range of required administration tasks including reports and audit activities.  </li></ul>	
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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

- Relevant tertiary qualifications in Social Work, Social Sciences, Psychology or other related field.
- Ability to plan, implement, facilitate and monitor family intervention activities
- Knowledge and understanding of Child Protection legislation and child protective concerns
- Excellent interpersonal skills
- Demonstrated crisis management skills
- High level referral and advocacy skills
- Demonstrated understanding of Early Intervention principles in working with families with multiple and complex needs
- Understanding of Vicarious Trauma and Self-Care to manage personal impact from exposure to critical and complex issues.
- Senior first aid certificate
- Open and current Driver's License
- Working with Children Blue Card

- Experience working with families experiencing issues relating to mental health, drug and alcohol, disability, criminal activity, family and domestic violence or significant child protection concerns is desirable.

### Key challenges of the role

- Engaging and working effectively with high level family resistance and complex family needs across multiple developmental stages, as well as working in family homes and balancing the client intervention needs with data entry expectations.
- Effective time management to be able to effectively manage a case load of competing client needs.
- This role will at times be required to operate outside normal office hours (at night and on weekends and public holidays). The role incumbent may be required to participate in an on call roster.
- Ensuring self-care is maintained and personal resilience is demonstrated through personal awareness and ability to understand the impact of own responses on others.

### Compliance checks required

- |                         |                                     |                  |
|-------------------------|-------------------------------------|------------------|
| 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 checked="" type="checkbox"/> | __First Aid_____ |

### Approval

Manager name

Approval date