

**Mission Australia**

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| 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:**

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| Position Title    | Community Service Worker – Level 4 (Case Manager)                                                                                                                                                                                                                                                                                                                                                                                |
| Division:         | Community Services                                                                                                                                                                                                                                                                                                                                                                                                               |
| Reports to:       | Team Leader/Program Manager                                                                                                                                                                                                                                                                                                                                                                                                      |
| Position Purpose: | Working within the values of Mission Australia, the Case Manager provides case coordination with vulnerable young people and their families/carers. This position contributes to positive outcomes aligned to the service contract requirements, including the provision of outreach case coordination, counselling, group facilitation and education with young people at risk or experiencing issues impacting on their lives. |

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

| Key Result Area 1                                                                                                                                                                                                                                                                                                                                                           | Service User Support                                                                                                                                                                                                                                                                                                                                                                         |
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| Key tasks                                                                                                                                                                                                                                                                                                                                                                   | Position holder is successful when                                                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>Respond to referrals to the service from internal and external support services and coordinate case allocations.</li> <li>Complete assessments and intake processes for allocated people, including all necessary paperwork and data entry.</li> <li>Provide intensive ongoing person-centred case management (formal and</li> </ul> | <ul style="list-style-type: none"> <li>Referrals are responded to with appropriate people selected for the service.</li> <li>Comprehensive assessments and intake process completed with young people, and all required paperwork and electronic data maintained and or filed.</li> <li>Young people are thoroughly inducted into the service and are fully aware of their rights</li> </ul> |



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| <p>informal) in line with MA's National Case Management Approach, with allocated complex people and review progression against case plan.</p> <ul style="list-style-type: none"> <li>• Work with young people accessing the service to create holistic and strength-based individualised case/support plans utilising SMART goals including referral to supplementary services as needed.</li> <li>• Ensure young people are safe by implementing and role-modelling the relevant child and youth safe policies, procedures, and supporting documents.</li> <li>• Assist people to transition out of the service into independence or other services including developing the capacity to self-manage and access required supports independently.</li> <li>• Facilitate case conference meetings for allocated young people.</li> <li>• Complete risk assessments where necessary.</li> <li>• Facilitated therapeutic and educational groups with young people engaged in the service.</li> <li>• Provide advocacy and referral to appropriate services enabling young people to achieve their individual goals.</li> <li>• Provide on call support to afterhours services.</li> </ul> | <p>and responsibilities, including the <i>Charter of Rights for Children and Young People and Mission Australia Workers</i>.</p> <ul style="list-style-type: none"> <li>• Support plans are created with all allocated people in line with Mission Australia best practice.</li> <li>• Young people are provided practical case coordination and ongoing support to meet their identified needs.</li> <li>• Young people's safety is ensured as per Mission Australia's requirements for keeping children and young people safe.</li> <li>• Young people accessing the service are supported and offered appropriate referral to other services.</li> <li>• A collaborative partnership with caseworkers exists and is used to develop appropriate engagement strategies for young people accessing the service.</li> <li>• Home visits are conducted successfully with people accessing the service.</li> <li>• Risk assessments are conducted and young people and staff are safe at all times.</li> <li>• Young people are appropriately engaged and supported in the facilitation of Psychoeducational groups.</li> <li>• Records are kept up to date and are easily accessible to both internal and external bodies if required.</li> <li>• Escalated service user issues are responded to in timely manner which ensures minimum impact to clients or relationships.</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 professional relationships with young people and or their families, key stakeholders and staff to contribute to the effective functioning of the service and improved outcomes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Strong professional relationships are developed and maintained resulting in improved service functioning and service outcomes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| <ul style="list-style-type: none"> <li>• Actively participate in service meetings.</li> <li>• Actively participate in interagency meeting.</li> <li>• Work collaboratively with service staff to provide specialised support to address complex cases or emergency situations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Professional contribution is provided at service staff meeting.</li> <li>• Professional and informed contribution is provided at interagency meetings. Information obtained at interagency meetings is shared with the team.</li> <li>• Young people who are in crisis are managed and supported effectively.</li> </ul>                                                                                                                         |
| <b>Key Result Area 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Key tasks</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Position holder is successful when</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• Record comprehensive statistics in accordance to contractual and organisational requirements.</li> <li>• Create and maintain comprehensive individual case management files for all allocated young people in line with Mission Australia protocols.</li> <li>• Maintain a thorough knowledge of service Procedures and guidelines.</li> <li>• Assist the Team Leader/Program Manager to complete service reports including case management statistics, feedback summaries and yearly outcomes reports.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.</li> </ul> | <ul style="list-style-type: none"> <li>• Service user files are professionally maintained using electronic systems.</li> <li>• Activities reflect the current guidelines.</li> <li>• Service statistic are clearly recorded and maintained.</li> <li>• All required reports are prepared correct and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> <li>• The service is professionally presented and maintained.</li> </ul> |
| <b>Key Result Area 4</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Learning and Innovation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Key tasks</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Position holder is successful when</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• Participate in supervision meetings with the line manager.</li> <li>• Participate in MA's Continuous Quality Improvement program.</li> <li>• Provides supervision to students as required.</li> <li>• Professional development activities are attended.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Monthly supervision with line manager is attended.</li> <li>• CQI tasks are completed as required.</li> <li>• Students are supervised.</li> <li>• Appropriate training and professional development programs are attended.</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 (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**

- A Degree or Diploma in Social Welfare/Social Science/Youth Work or a minimum of three years' experience in a similar role.
- Demonstrated experience providing case coordination, assessment, counselling and crisis intervention, including with people experiencing alcohol and other drug use issues, mental health issues, personal crisis and families in crisis.
- Experience and ability to work with at risk young people including knowledge of child and adolescent development and child and youth safe practices.
- Demonstrated experience working with Aboriginal and Torres Strait Islander communities
- Computer skills in Microsoft Office, and ability to adopt Mission Australia's web-based Information Managements system (training will be provided)
- Well-developed communication and interpersonal skills including report writing and data collection

- Ability to work within a multi-disciplinary team.

### Key challenges of the role

- The ability to provide outreach engagement and support with young people experiencing risk factors in their life. This will require perseverance, flexibility and innovation to do so.
- The capacity to complete a number of administrative functions to assist outcomes for young people and their families and the organisation. Balancing the desire to support the young people, whilst maintaining a focus on achieving the required performance and contractual outcomes.
- Providing on-call support for staff across different services.
- May be required to work some afternoon hours.

### 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 type="checkbox"/> _____      |

### Approval

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**Manager name**

Linda Richardson

**Approval date**

26 August 2020