

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:	YASS Residential Youth Worker CSW Level 3
Division:	Service Delivery
Reports to:	Service Manager
Position Purpose:	To provide holistic support and case management to homeless young people.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals of clients to the service from internal and external support services and conduct intakes/orientation to the service Undertake assessments of clients, including all necessary paperwork and application forms Support the case manager to review individualized case management plans for each client, addressing such issues as living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships Ensure that information on relevant community resources are available to 	<ul style="list-style-type: none"> All referrals are responded to and clients are thoroughly inducted into the service and are fully aware of the house expectations Thorough assessments are conducted and all required paperwork is completed and put on file Case plans are regularly reviewed to ensure case plans help clients overcome barriers to successful independent living Living skills assistance is provided to clients on a one-to-one basis or in a group setting with positive feedback received Clients are referred to appropriate organizations Case conferences and joint case management occurs between the client,

<p>clients and that appropriate referrals are made and followed up</p> <ul style="list-style-type: none"> • Provide a range of living skills assistance to clients which is effective in overcoming barriers • Support the case manager to conduct case conferencing for clients where necessary 	<p>YASS and other government and non-government agencies</p> <ul style="list-style-type: none"> • Clients are linked to support services
Key Result Area 2	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Support the team in the effective running and administration of the service • Support the case manager to develop and review individualized case management plans for each client • Support clients on a key worker basis • Provide informal counseling to clients where needed • Develop strong relationships with clients in order to allow effective case management • Maintain an effective knowledge of complementary services and external service providers and make appropriate referrals for clients 	<ul style="list-style-type: none"> • The team is effectively supported and the service is functioning as expected • Case plans are developed and reviewed for all clients which reflect MA case management standards • Informal counseling is provided where needed • Strong relationships are created with clients resulting in effective case management • Appropriate referrals are made in a timely manner for clients
Key Result Area 3	Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and OHS. • Maintain up to date, non-judgmental and complete client files, case notes and reports where required. • Participate in all required professional assessment and development programs where appropriate. 	<ul style="list-style-type: none"> • All relevant internal and external policy is adhered to at all times. • Case notes and client files are up to date and complete at all times, with successful audits in all cases. • Professional standing is upheld and all relevant development activities are completed.
Key Result Area 4	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Document clear and concise records including statistics and case notes • Complete a range of administration tasks to support client work and the effective running of the service • Maintain case notes and client files • Ensure that all client data is entered 	<ul style="list-style-type: none"> • Administrative tasks, case notes and case planning are kept up to date • All administration tasks are completed competently and timely • Client files are kept up to date • When phone calls are handled in a polite and professional manner

<p>and maintained within the MACSIMS data management system</p> <ul style="list-style-type: none"> • Respond professionally and appropriately to all telephone enquiries • Be computer literate and have basic keyboard skills • Have experience in dealing with relevant government departments or be able to maintain established contacts 	<ul style="list-style-type: none"> • When computer tasks are completed in a timely and organized way • When relevant government departments are dealt with in a professional manner or established contacts are maintained
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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

- Having a relevant Youth Work qualification
- Current Driver's License
- Current Senior First Aid Certificate or willingness to obtain
- Readiness to work within the Mission Australia Values Statement
- Federal Police Clearance and Working with Children Check
- Be computer literate in Word
- Be willing to work shifts, including nights and weekends

Position Description |

- Willingness to be involved in teaching young people life skills such as cooking, cleaning, gardening and house maintenance

Key challenges of the role

- Providing safe space and a caring environment for disadvantaged young people
- Assisting young people to achieve agreed goals by practical assistance, support and counseling

Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe)

Approval

Manager name

Approval date