

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

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Community Service Worker

Division: Service Delivery

Reports to: Program Manager

Position Purpose: The Community Service Worker is responsible for providing ongoing recovery orientated care coordination to assist consumers coming from mental health inpatient units or similar institutions in their recovery and transition to the community through a 24 hour or 16 hour supported accommodation service.

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

Key Result Area 1: Consumer Support	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Induct consumers into the program and complete all necessary paperwork • Work alongside consumers, and other appropriate services to create individualized support plans that are in line with the consumers' personal goals and needs • Undertake effective recovery orientated care coordination. • Provide ongoing recovery orientated care coordination sessions with consumers and the Key Team to review progression against their recovery and support plans. • Participate in the ongoing implementation of ISP's and support consumers to undertake and learn daily living skill through a range of varied activities (i.e. 	<ul style="list-style-type: none"> • Consumers are thoroughly inducted into the program and are fully aware of their rights and responsibilities. All required paperwork is completed and placed on file. • Individual Support Plans (ISP) are created (in conjunction with consumer & relevant stakeholders) which reflect the desires of the consumer. ISPs are continuously reviewed each month and formally updated every 6 months. • Demonstration of recovery orientated practice and maintain effective communication with relevant stakeholders, including attendance at psychiatrist reviews and clinical reviews with the mental health teams. • Key Team meetings are held monthly and consumer assessments (in conjunction with relevant

<p>medication supervision, cooking, cleaning, shopping, budgeting, travel training, community engagement).</p> <ul style="list-style-type: none"> • Encourage hope and self-determination. • Encourage consumers to address physical health needs. • Assist consumers in the process of transition from the program into independent living or other services. 	<p>stakeholders) are conducted thoroughly and as scheduled and contribute to the development of appropriate support (including but not limited to: Key Worker Monthly Report (monthly); Risk Assessments, CANSAS and RAS (bi-annually); and Health Prompt (annually)).</p> <ul style="list-style-type: none"> • Ongoing support is provided for the consumer that meets individual needs and ensures the delivery of consumer outcomes. Effective relationships are built with consumers and relevant stakeholders. • Consumers are suitably supported in the fulfillment of their ISP and recovery goals including advocacy where required. • Consumers are supported to attend GP, allied health and specialist appointments as necessary. • Consumers are effectively transitioned out of the program where appropriate and offered ongoing support from other services.
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Key Result Area 2: Program Support and Development

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development. • Participate actively in Continuous Quality Improvement (CQI) through completion of scheduled activities and consistently being aware of process or service improvements. • Actively participate and contribute in team meetings, service planning days and internal and external supervision. • Take all necessary action to ensure self-care and safety including abiding by work, health and safety procedures and engaging in clinical supervision and professional development activities. • Mitigate the risk to all staff, visitors, and consumers by demonstrating compliance with WHS requirements. Staff to ensure risk management planning, incident reporting and safe work practices are implemented. • Develop new safe work practices and update existing safe work practices when requested. • Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the well-being of employees and consumers at Mission Australia. • Report hazards and risks appropriately. 	<ul style="list-style-type: none"> • Active contribution is made to the development of the program including participation in staff training and development, as well as service planning days. • Opportunities are identified for improvement within the service and presented to management as required. • Staff meet their performance targets and achieve sustainable consumer outcomes. • All possible self-care and safety precautions are taken. • Performs their role in a safe manner and is able to identify risks associated with relevant tasks. • Creation or updates to safe work practice are finalised in a timely manner. • Demonstrates compliance with internal policies and procedures related to WHS and worker’s compensation and follow reasonable directions given by the company in relation to Work Health and Safety. • Use MA systems and procedures to raise awareness about potential or current risks and hazards.

Key Result Area 3: Program Maintenance & Administration

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update individualised consumer files and notes for all consumers on internal database or hard copy in line with Mission Australia and HASI Plus protocols • Ensure that all required internal and external consumer paperwork is completed and copies kept on file. 	<ul style="list-style-type: none"> • Consumer’s files are created in a clear and concise fashion, to required standards and are updated regularly. • All paperwork is completed and correct and kept as required. • All required reports are prepared correctly and on time.

<ul style="list-style-type: none"> • Complete a range of internal and external reports relating to consumer outcomes. • Professional case notes are written, documenting consumers' interaction and related interactions. • Ensure the safe storage and administration of consumer medications and the maintenance of essential medical records. • Ensure timesheets are accurate and submitted on time. • Complete a range of duties and activities as instructed by the Program Manager and as specified on the handover to ensure the program and properties are well managed, maintained and clean. • Support the Program Manager when required, with various minor tasks in relation to the administration of the program. 	<ul style="list-style-type: none"> • Consumer notes are documented in factual and professional manner and recorded for each shift in MACSIMS and relevant other communication (i.e. emails) is initiated. • Consumer medications are kept secure at all times, administered appropriately and documentation is accurate and up to date. • Timesheets are free from error, saved to the shared drive and emailed to Program Manager and Senior Community Service Worker before 12pm on the Friday before the pay period ends. • All tasks related to the upkeep and cleanliness of the program and property are completed accurately and in a timely manner as specified. Documentation detailing tasks completely is submitted at the end of each shift. • Program Manager is supported in minor administrative duties.
<p>Key Result Area 4: Relationship Management</p>	
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Assist in the promotion and awareness of Mission Australia and HASI Plus and its involvement in local community activities. • Develop and maintain meaningful relationships with internal and external services and stakeholders including service partners, government agencies, families and significant others of the consumers. • Develop sustainable internal relationships with consumers and other employees including the ability to seek advice and resolve conflicts to contribute to the effective functioning of HASI Plus. • Communication to the Key Team and HASI Plus Team is regular via email, phone and face to face. 	<ul style="list-style-type: none"> • Opportunities are utilized for the enhancement and promotion of Mission Australia generally and HASI Plus specifically. HASI Plus is positively represented to all internal and external contacts. • Strong effective relationships are formed resulting in beneficial outcomes for all parties, including regular family and significant others involvement with consumers. • Sustainable internal relationships are developed with the ability to timely resolve difference of opinions resulting in improved service functioning and service outcomes for consumers. • The Key Team and HASI Plus Team are timely, continually and professional informed through appropriate communication methods and the relationships are upheld and strengthened.

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 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

- Tertiary qualifications in social work, psychology, welfare or other related disciplines and/or equivalent experience;
- Understanding of the recovery orientated principles and framework, as well as psycho-social rehabilitation;
- Previous care coordination/case management experience;
- Knowledge of the mental health system and issues affecting people with a mental illness;
- A high level of written, oral and interpersonal communication skills;
- Skills in liaising, negotiating and advocating for the people we work with.

Key challenges of the role

- The ability to motivate and engage consumers who may demonstrate challenging behaviours;
- Maintaining compassion and understanding the recovery journey is different for each consumer and the realisation that progress may not be seen for many months or years;
- Balancing the desire to support consumers in their individual recovery goals versus duty of care;
- Working with multiple partner of the program to effectively negotiate successful outcomes for consumers
- Working a rotating roster including active nights whilst maintaining a suitable work-life balance.

Compliance checks required

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|-----------------------|--------------------------|-------|
| National Police Check | <input type="checkbox"/> | |
| Drivers Licence | <input type="checkbox"/> | |
| 100 Point ID | <input type="checkbox"/> | |
| Other (prescribe) | <input type="checkbox"/> | _____ |

Kay Hansen
Program Manager

Approval date