

## 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: Psychosocial Support Facilitator

---

Division: Community Services

---

Reports to: Program Manager

---

Position Purpose:

Provide intensive support to people of all ages severely impacted by mental illness, support them achieve their personal goals, develop better relationships with family and friends, integration into the community and manage their everyday tasks, this may include extensive case management to access and successfully transition to the National Disability Insurance Scheme (NDIS).

Participants are supported to access services and participate economically and socially in the community, increasing their opportunities for recovery and independence.

The Support Facilitator is to actively facilitate participant activities which promotes participant's wellness and independence in line with the program guidelines.

---

## 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"> <li>• Respond to referrals from internal and external support services</li> <li>• Undertake initial assessments for participants' eligibility</li> <li>• Provide Psychosocial Support services to participants while supporting and assisting participants to test their eligibility for the National Disability Insurance Scheme (NDIS)</li> <li>• Advocate for and work with participants to consult and liaise with key stakeholders</li> <li>• Provide Continuity of Support (CoS) to participants who are accepted as NDIS eligible until they have an individually funded package in place</li> <li>• Provide Continuity of Support (CoS) to participants who are denied access the NDIS</li> <li>• Work with participants to create Individual Recovery Plans including referral to supplementary support services as needed.</li> <li>• Provide intensive ongoing case management sessions (formal and informal) with participants and review progression against Individual Recovery Plans and provide informal counselling as required.</li> <li>• Conduct Capacity Building Activities for participants where necessary and appropriate such as living skills, budgeting etc.</li> <li>• Develop, implement and review culturally appropriate Individual Recovery Plans for each participant addressing issues including, but not limited to, living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals are responded to and eligible participants are accepted into the program.</li> <li>• Thoroughly conduct eligibility assessments for Psychosocial Support and complete all required documentation.</li> <li>• Thorough assessments and liaising with the National Disability Insurance Agency (NDIA) and NDIS and relevant stakeholders.</li> <li>• Participants are supported through the transition phase onto the NDIS. Attend transition meetings and support the participant to make an informed choice of service provider</li> <li>• Participants are assisted with obtaining required medical evidence of diagnosis from their GP, clinical health services or psychiatrist</li> <li>• Individual recovery plans are created for all participants in line with Mission Australia best practice.</li> <li>• Ongoing support is provided for participant that meets their individual needs and situation.</li> <li>• Group activities are conducted for participants as appropriate.</li> <li>• All participants have an individual recovery plan developed in a style appropriate to their needs and culture</li> <li>• Capacity Building activities are designed and delivered on a regular basis</li> </ul>

<ul style="list-style-type: none"> <li>• Assist participants in the process of transition out of the service into independence or other services</li> <li>• Induct participants into the program objectives including participants code of behaviour</li> <li>• Other duties as directed</li> </ul>	<ul style="list-style-type: none"> <li>• Consult participants on the design of Capacity Building Activities</li> <li>• Regularly assess and review Capacity Building Activities</li> <li>• Develop and implement participant feedback process for Capacity Building Activities</li> <li>• Develop and implement planning and consultation session for participant to input into Capacity Building Activities</li> </ul>
<b>Key Result Area 2</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Develop strong internal relationships with participants 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, community service workers, government agencies etc. to assist in the receipt of information and referral of participants.</li> <li>• Participate in program marketing activities with existing and new referral agencies.</li> <li>• Engage with NDIA regional contacts, including Local Area Coordinators, to support NDIS planning and participation</li> <li>• Undertake promotional activities with Program participants, NDIS participants and the broader community</li> <li>• Other duties as directed</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 participants.</li> <li>• Positive relationships are built with referral agencies and referrals are received from these agencies.</li> <li>• Strong relationships are developed resulting in improved transition and access for participants to the NDIS and other relevant programs and services</li> <li>• Strong working relationships are formed within the community</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>• Create and update individualised participants' files in line with Mission Australia policies and procedures, NT PHN Program Guidelines, contractual agreement and including MACSIMS</li> <li>• Ensure that all required internal and external participant paperwork is completed and copies kept on file.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant files are created that meet a minimum required standard and are updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Activities reflect the current program guidelines.</li> </ul>

<ul style="list-style-type: none"> <li>• Maintain a thorough knowledge of Psychosocial program guidelines and the NDIS, through attending training and webinars are directed.</li> <li>• Undertake a range of duties to support participants, including documentation and supporting evidence to transition participants to the NDIS, external referrals and support letters, interaction with other service providers, appointment setting and advocacy internally and externally.</li> <li>• Complete a range of internal and external reports relating to participants, including NDIS transition reports, NT PHN quarterly performance report, yearly outcomes report and NDIS transition reports.</li> <li>• Complete a range of other administrative duties for the efficient operation of the service including referral letters, wait list, referral register, spreadsheets, etc.</li> <li>• Maintain minimum allocated caseload</li> <li>• Other duties as directed</li> </ul>	<ul style="list-style-type: none"> <li>• Participants are provided with practical support to meet the individual needs.</li> <li>• All required reports are prepared correctly and submitted on time.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, individual recovery plans etc.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul>
---	--

## 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

### Essential Criteria:

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

- Minimum Certificate IV qualifications in Mental Health or equivalent
- Minimum 3 years working experience in the mental health or disability services sector, with people who have complex needs.
- A demonstrated person-centered, recovery-focused, strength-based approach to participants' care, based on a sound understanding of mental health and illness.
- The ability and flexibility to travel to remote communities on a regular basis and as required as part of delivering the program to people living in remote, isolated communities
- Highly developed verbal and written communication skills.
- Experience in developing and/or facilitating one-on-one and group activities
- Experience working autonomously and as part of a multi-disciplinary team across diverse inter-organisational relationships.
- Proven ability to manage own workload and time management, including the establishment and achievement of priorities in high work demands.
- High level computer skills including competence in Client Information Management Systems
- Current unrestricted Australian drivers' licence
- A valid NT Working with Children Check (OCHRE Card)

#### Desirable

- Sound understanding of the National Standards for Mental Health Services
- Sound knowledge of the National Disability Insurance Scheme (NDIS) access process and service delivery model

#### Key challenges of the role

- The ability to assess participants using a prescribed assessment tool and develop with participants an Individual Recovery Plan. This will require perseverance, flexibility and innovation to do so
- The capacity to complete a number of administrative functions to assist outcomes for participants and the organisation. Balancing the desire to support the participant, whilst maintaining a focus on achieving the required performance and contractual outcomes.

### Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>



## Approval

---

**Manager name**

Marcelo Alvarez

**Approval date**

01.07.2019