

<b>Job Title</b>	<b>Community Service Worker – Level 3 (Case Manager)</b>
Responsible to	Program Manager
Responsible for	Providing case management for clients who are homeless or at risk of homelessness
Founding Purpose	“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16) Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
Vision	<i>Pathways for life</i> Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.
Organizations’ Core Values:	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	Walking alongside those in need, we help people discover: <ul style="list-style-type: none"><li>▪ Pathways to strong families and healthy, happy children</li><li>▪ Pathways through a successful youth</li><li>▪ Pathways away from homelessness</li><li>▪ Pathways for life and work ready skills</li><li>▪ Pathways to sustainable employment</li></ul>
Position Purpose	To support clients in the provision of welfare support, in particular the provision of services to face homelessness and other related issues.
Key Challenges	The ability to manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within the service.
Key Results Area	<ul style="list-style-type: none"><li>▪ Client Support</li></ul>

- Program Support
- Administration

### A. Organization Chart (What are the key reporting relationships for the role?)



### B. Job Requirement (What are the key activities for the role?)

Key Result Area 1	Client Support
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> <li>• Respond to referrals of clients to the service from internal and external support services and conduct formal assessments of suitability for support.</li> <li>• Undertake initial registrations for clients, including all necessary paperwork and application forms.</li> <li>• Induct clients into the service including the property, facilities, financials and regulations.</li> <li>• Work with clients to create individualized support plans including referral to supplementary services as needed.</li> <li>• Provide ongoing case management sessions with clients and review</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals are responded to and appropriate clients are selected for the program.</li> <li>• Thorough registrations are conducted and all required paperwork is completed and put on file.</li> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> <li>• Support plans are created for all clients in line with Mission Australia</li> </ul>

progression against case plans and provide informal counselling as required.

- Assist clients in the process of transition out of the service into independence or other services.

best practice.

- Ongoing support is provided for client that meets individual needs and situation.
- Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.

### Key Result Area 2

### Program Support

#### Key Tasks

#### Job Holder is successful when

- Monitor the housing facilities to ensure that all aspects of property, supplies, financial and regulations are upheld, and address any areas that need attention.
- Actively participate in the sourcing of the service to ensure that it meets the requirements of residents and relevant rules and regulations, including purchasing of materials, engagement of repairers etc.
- Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.

- Housing facilities are well managed and issues dealt with a timely manner.
- Sites are well resourced and maintained.
- Active contribution is made to the development of the program including participation in staff training and development.

### Key Result Area 3

### Administration

#### Key Tasks

#### Job Holder is successful when

- Create and update individualized case management files for all clients in line with Mission Australia protocols.
- Ensure that all required internal and external client paperwork is completed and copies kept on file.
- Complete a range of internal and external reports relating to clients and

- Case management files are created in required standard and updated regularly.
- All paperwork is completed and correct and kept as required.
- All required reports are prepared correct and on time.
- All required administration tasks are completed accurately and in a

the program including risk assessments, bed statistics etc.

timely manner.

- Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.

## C. Purpose and Values Requirements

### Core Area Responsibility

### Purpose and Values

#### Key Tasks

- 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.);
- Maintain a safe working environment for yourself and others in the workplace;
- Ensure required 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;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia's Reconciliation Action Plan.

## D. Recruitment information

### Competencies

- Client Support

- Values Alignment
- Organisational awareness

### Experience and Qualifications

- 2 year Diploma in Social Welfare (or higher) or relevant industry experience
- Senior First Aid Certificate
  - Working with Children Check
  - Current Driver's License
  - Ability to work unsupervised

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## E. Approval

Manager's Name:

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Approval Date:

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