

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: Senior Community Service Worker

Division: Service Delivery

Reports to: Program Manager

Position Purpose: The Senior Community Service Worker is responsible for providing ongoing recovery orientated care coordination, in particular consumers who have complex needs or require complex case coordination, whilst offering support and mentoring to other staff, and assisting management in the delivery of a 24 hour and 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 • Undertake effective recovery orientated care coordination, specifically for more complex consumers • Work alongside consumers, and other appropriate stakeholders to create individualized support plans that are in line with the consumers' personal goals and needs • Support consumers to undertake and learn daily living skill through a range of varied activities (i.e. cooking, cleaning, personal hygiene, shopping, budgeting, travel training) 	<ul style="list-style-type: none"> • Consumers are inducted into the program, including property, facilities and financials and are fully aware of their rights and responsibilities. All required paperwork is completed and placed on file • Demonstration of recovery orientated care coordination for complex consumers including the development of appropriate supports and advocacy where required • Individual Support Plans (ISP's) are created, reviewed and updated (in conjunction with consumer & relevant stakeholders) to reflect the desires of the consumer

<ul style="list-style-type: none"> • Encourage consumers to address physical health needs • Ensure the safe storage and observation of consumer medications and the maintenance of essential medical records • Work alongside consumers to access the community and social activities, to potentially increase the quality of their lives • Participate in the ongoing implementation of individual support plans (ISP's) • Assist consumers in the process of transition from the program into independent living or other services 	<ul style="list-style-type: none"> • Consumers are supported in achieving progress and development in their activities of daily living • Consumers are supported to attend GP, allied health and specialist appointments as necessary • Consumer medications are kept secure at all times, observed appropriately and documentation is accurate and up to date • Ongoing support is provided for the consumer that meets individual needs and effective relationships are built with consumers • Consumers are suitably supported in the fulfillment of their ISP and recovery goals • Consumers are effectively transitioned out of the program where appropriate and referred to 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"> • Oversee the induction of new staff, including training and assistance with induction checklists • Be a support and advisor to CSW's and other staff around program tasks and consumer support and acts as the 'go to' person when the Program Manager is not available • Complete a range of duties and activities to ensure the program and properties are well managed, maintained and clean • Contribute to the effective functioning and development of the program through involvement in projects, contribution to team forums, and training and development • Participate actively in quality improvement tasks through consistently being aware of process or service improvements • Actively engage in team and individual supervision and take responsibility for own development in current role and future career progression • Take all necessary action to ensure self-care and safety including abiding by work, health and safety procedures • Develop new safe work practices and update existing safe work practices when requested 	<ul style="list-style-type: none"> • Induction of new staff is completed in compliance with MA policy • Ongoing support and advice is provided to CSW's that meets individual needs and ensures the delivery of program and consumer outcomes. Staff are assisted in emergency situations • All tasks related to the upkeep and cleanliness of the program and property are completed accurately and in a timely manner as specified • Active contribution is made to the development of the program including leading participation in projects, team forums, staff training and development, as well as service planning days • Opportunities are identified for improvement within the service, presented to management and undertaken as required • Regular team and individual supervision is attended, with active participation and contribution; opportunities are taken for personal and professional development • All possible self-care and work, health and safety precautions are taken • Creation or updates to safe work practice are finalised in a timely manner

Key Result Area 3: 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 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 and program outcomes • Professional case notes are written, documenting consumers' interaction and related interactions • Support Management when required, with various tasks in relation to the administration of the program, such as payroll, audits, data and statistics • Assist to create and update staff rosters, including managing changes and absences to ensure adequate staff cover 	<ul style="list-style-type: none"> • Consumer notes are documented in factual and professional manner and recorded for each shift in CRM and relevant other communication (i.e. emails) is initiated • Management is supported in a variety of administrative duties to support compliance and the sufficient running of the program • Rosters are created and/or managed to ensure appropriate staff cover and as required based on funding arrangements
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Key Result Area 4: Relationship Management

Key tasks	Position holder is successful when
<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 staff including the ability to provide 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 • Attend Local partnership committees/meetings as appropriate including on behalf of Program Manager 	<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 • Leadership qualities are demonstrated, with the ability to timely resolve difference of opinions resulting in improved service functioning and service outcomes for staff and 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 • PM is represented at meetings and committees as requested

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.
- Reasonable evidence of COVID-19 Vaccination

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 or psychology
- Previous experience working in Mental Health
- Understanding of the recovery orientated principles and framework, as well as psycho-social rehabilitation
- Demonstrated case management experience
- Well-developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature
- Competent computer literacy
- Demonstrated ability and interest in a leadership role
- Ability to work with minimal supervision

Key challenges of the role

- Assume a natural leadership position amongst the team
- Balancing consumer support with program support
- Managing a range of tasks that require quick resolution in order to ensure the sufficient running of the program, this at time may result in a hectic atmosphere
- The ability to be creative, flexible and persistent in the achievement of outcomes
- Working with multiple partner of the program to effectively negotiate successful outcomes for consumer
- Working a rotating roster including active nights whilst maintaining a suitable work-life balance

Compliance checks required

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

Ashley Walker

Approval date 13/9/21

Program Manager