

## 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:	Family and Domestic Violence Crisis Support Worker (CSE Level 3)
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	This position will respond to people experiencing and living with family and domestic violence and particularly identifying and supporting women and children at high risk. This Includes assessment, information, referral and up to 72hrs crisis accommodation where needed to promote the safety, stability and wellbeing of vulnerable people and their children.

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

Key Result Area 1	Client Assessment and Support
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Respond to referrals from WA Police in a coordinated way with Police and the Dept. of Child Protective and Family Support (CPFS);</li> <li>Conduct risk assessments and safety planning with people and children using suitable frameworks to manage identified risks appropriately;</li> <li>Provide on-call support to families in times of crisis including over the phone support;</li> <li>Schedule and conduct ongoing case management sessions with people that is intervention and goal focused;</li> <li>People are provided with relevant information to enable empowered choices and sound decisions;</li> </ul>	<ul style="list-style-type: none"> <li>Referrals are responded to in a timely manner;</li> <li>Risks are identified and crisis safety planning is undertaken, those who are identified as being at 'high risk' receive immediate safety intervention;</li> <li>Support is provided efficiently and in line with MA guidelines;</li> <li>Ongoing case management is provided for families where needed or a referral is made to other appropriate services for continued support;</li> <li>People are kept informed of their options and have information to make sound decisions;</li> </ul>

<ul style="list-style-type: none"> <li>• Develop quality relationships with key stakeholders to allow effective provision of support and information;</li> <li>• Advocate and liaise on behalf of the client in a range of forums including WA Police, courts, CPFS, WA Housing Authority and relevant external organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Support is offered to people where possible in order to overcome crisis situations or alternative options for support are offered;</li> <li>• Stakeholders have the opportunity to support the individuals and their children through an integrated response.</li> </ul>
<b>Key Result Area 2</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Participate in a range of interagency meetings and forums to share information and best practice and highlight the needs of families in the community;</li> <li>• Actively participate in supervision and learning, development programs and peer development activities as required;</li> <li>• Maintain relevant documentation and prepare reports as required;</li> <li>• Maintain premises in a clean and tidy manner with basic food items available in the locked freezer and pantry;</li> <li>• Maintain premises in accordance with workplace health and safety and building requirements and any maintenance issues are reported.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective contribution is made to relevant forums with consequent development in the service and the position of families in the community;</li> <li>• Development activities are fully engaged in;</li> <li>• Reports and statistics are submitted accurately and on time;</li> <li>• The women’s refuge is cleaned and maintained to a high and WHS standard and is available to receive families in times of crisis;</li> <li>• The premises are clean and well maintained with all hazards addressed and maintenance issues reported and attended to in a timely manner.</li> </ul>
<b>Key Result Area 3</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 individuals and their families 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 CPFS, WA Police, housing providers and other services to assist in sharing information and referrals;</li> <li>• Actively promote the program across all relevant providers in the region;</li> <li>• Actively participate and engage in interagency meetings, forums etc. for the development of services for people and families experiencing family and domestic violence.</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 interactions and appropriate referrals to local, referral and state-wide services;</li> <li>• Positive relationships are built with referral agencies and referrals are received from these agencies;</li> <li>• Relationships are developed with other agencies and contributions made to the development of services to better support families experiencing family and domestic violence.</li> </ul>
<b>Key Result Area 4</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Develop and update a client service folders in line with MA guidelines;</li> <li>• If any situation is unsafe for staff, families and/or the public, follow MA and program policies and procedures;</li> <li>• Coordinate and support the exit and referral of families from the program as required;</li> <li>• Adhere to all relevant internal and external policy and procedures, statutory and</li> </ul>	<ul style="list-style-type: none"> <li>• All families have a client service folder, which is up to date and in line with MA guidelines;</li> <li>• Risk assessments are completed and responsible action is undertaken with families including referral to other services if deemed unsafe;</li> <li>• Families are properly exited from the program and feedback is gathered and analysed;</li> <li>• All relevant internal and external policies and procedures are adhered to at all times;</li> </ul>

<p>contractual requirements including client confidentiality, duty of care and WHS including building cleaning, maintenance and repairs;</p> <ul style="list-style-type: none"><li>• Engage in evaluation activities where required.</li></ul>	<ul style="list-style-type: none"><li>• Staff contribute to continuous improvement.</li></ul>
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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

- Experience working in crisis support;
- Qualification in Community Services;
- Demonstrated experience engaging and working with woman and children in a variety of settings;
- Ability to network and develop effective working relationships at all levels of the community;
- High level written and verbal communication skills;
- Proven ability to work co-operatively in a small team environment and independently;
- Computer literacy in a Windows environment.

### Key challenges of the role

- On-call work within rural and remote areas which may involve considerable travel;
- Provide support to individuals experiencing family and violence and their families, including perpetrators.

### Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe)

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### Approval

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Manager name

Approval date