

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: AOD Case Manager– Community Services Employee (Level 4)

Division: Service Delivery

Reports to: Team Coordinator - Residential Rehabilitation

Position Purpose: To provide the support required to facilitate recovery and rehabilitation from drug and alcohol problematic use. In addition, provide AOD specialist information and support to other Mission Australia Employees regarding their case management plans.

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

Key Result Area 1	Provide individual and group interventions for AOD issues
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Developing and implement AOD programs for Mission Australia Residential Rehabilitation Service involving individual case management, counselling, education, therapeutic and group work to meet the varying needs of the clients. Provide client centred case management and individual counselling to clients both over the phone and face to face. 	<ul style="list-style-type: none"> Clients report changes in their thought, feelings or behaviors pertaining to drug or alcohol use. Clients are provided with group and individual counseling Clients are provided with effective client centered case management that enables them to attain their goals based upon needs and preferences. Group sessions are conducted with a professional and well-structured approach, with quality outcomes for clients involved.



<ul style="list-style-type: none"> • Develop and facilitate group counselling sessions to meet the needs of the service, clients and the local community. • Develop and support an environment conducive to effective counselling and client support through effective case management. • Arrange appropriate referrals for clients to other services as required. • Develop caring, supportive and professional relationships with clients. 	<ul style="list-style-type: none"> • Appropriate referrals to other services are made for clients where needed. • Professional and supportive relationships are forged with clients in all situations. • Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients.1
<p>Key Result Area 2</p>	<p>Provide specialist consultation in the assessment of clients.</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Providing assessment advice to the Team Coordinator on any application for admission to Mission Australia Residential Rehabilitation Service. • Performing an initial assessment on newly admitted clients to determine their needs and to plan their involvement in the AOD program. • Contribute to team development activities, performance initiatives and service development activities as required. • Complete a range of administration tasks required for effective case management and the efficient running of the service. 	<ul style="list-style-type: none"> • Prospective clients are thoroughly assessed and either offered a placement or an alternative. • Clients have active Care Plans in place which manage issues relating to their AOD use. • Input is made to all required development and performance initiatives. • Administration tasks are completed thoroughly, correctly and on time with successful audits in all cases. • Case notes are maintained accurately using Mission Australia client management system (MACSIMS) or as provided.
<p>Key Result Area 3</p>	<p>Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Maintain current funding and reporting requirements of the Funding agreement. • Provide accurate and timely reports to management on activities and client progress as required. • Maintain relevant statistics to provide an overview of client activity within the service. 	<ul style="list-style-type: none"> • All reports are submitted in a timely and professional manner. • Reports are produced accurately and on time in all cases. • Statistics are maintained accurately and reviewed as necessary. • All required documentation is maintained up to date including Centrelink forms, consent forms. • Ensure NTG database is maintained up to and accurately record client's progress. • NTG incident reports are submitted to management in a timely manner and as requested.



Key Result Area 4	Provide specialist consult across the team regarding AOD issues
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Advising and providing information to other staff members on AOD issues and assisting them in the management of clients dealing with AOD problems. • Provide specialist advice and support for other staff in the management of their cases and development of case management plans. • Participate in the planning and implementation of training courses for the development of other staff in the area of AOD. • Provide specialist advice and input to service evaluations and reviews to ensure continuous quality improvement and promotion of best practice. 	<ul style="list-style-type: none"> • Support Staff are feeling supported. • Proactive quality advice and support is offered to Support Staff in a timely manner, with demonstrated improvement in the approach to AOD issues. • Development activities are designed and delivered to staff on a regular basis. • Input is made to service development planning and implementation.

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 (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

Competencies

- Team building
- Relationship Management
- Client focus – Culturally appropriate
- Organisational awareness
- Results orientation
- Values alignment
- Proven written and verbal communication skills
- Ability to work as part of a team

Experience and Qualifications

- Relevant Tertiary qualifications (e.g psychology or social work degree, allied health qualifications, diploma in AOD)
- Minimum 3 years demonstrated working experience in the AOD sector
- Relevant case management and/or counselling working experience
- Driver's license
- Current First Aid certificate
- Demonstrated group work and/or group facilitation skills

Key challenges of the role

- Providing engaging and effective therapeutic groups to people with various needs and abilities.
- Adapting the group structure to meet the needs of the clients
- Meeting the administrative requirements for report writing to funding bodies.
- The ability to provide a tailored response to clients from varied backgrounds and levels of disadvantage including clients with challenging secondary issues.
- In addition supporting others within the organisation to meet the needs of clients and produce effective and long term solutions to AOD issues.

Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe)

Approval

Manager name

Approval date