

**Mission Australia**

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain 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."</i> (1 John 3:18)</p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

**Position Details:**

Position Title:	Parent Pathway Support Worker
Status:	Confirmed on engagement
Reports to:	Program Manager
Position Purpose:	To assist parents in gaining sustainable employment and/or education through helping them overcome their vocational and non-vocational barriers to employment. Additionally, the role provides relief support to other Mission Australia (MA) sites across the region as required.

**Position Requirements (Key activities for the role)**

Key Result Area 1	Participant Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Conduct assessments to determine participants existing vocational and non-vocational barriers to employment.</li> <li>Develop and conduct educational and pre-employment activities for participants that will assist them to gain further training or employment.</li> <li>Develop and record individualised Pathway Plans for every eligible participant. Review Pathway Plan on a regular basis in order to determine the effectiveness of interventions and identify further areas for intervention or assistance if required.</li> <li>Monitor the flow of participants into the</li> </ul>	<ul style="list-style-type: none"> <li>Effective assessments completed in accordance with contractual requirements.</li> <li>Accuracy and quality of assessments result in outcome of Key Performance Indicators (KPI's).</li> <li>Thorough and effective Pathway Plans are created for all participants and lodged within set service timeframes.</li> <li>Reviews are undertaken within timeframes and plans are amended or changed to respond to changing requirements.</li> </ul>

**Position Description |**

<ul style="list-style-type: none"> <li>• Ensure that all participant feedback is encouraged and captured to support and improve service delivery.</li> <li>• Develop and maintain networks with the view to form long-term business partnerships/relationships with relevant stakeholders.</li> </ul>	
<p><b>Key Result Area 3</b></p>	<p><b>Administration &amp; Compliance</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Record all required information in IT systems in a timely and accurate manner.</li> <li>• Record contact with participants in an accurate and up to date fashion in participant files, electronic and paper files, and keep these private and secure.</li> <li>• Complete a range of required administration tasks including reports and audit activities.</li> <li>• Monitor the activity of participants to ensure they meet their obligations.</li> <li>• Complete Customer Relationship Management (CRM) files with accurate and up to date information, and keep them in a secure manner.</li> <li>• Maintain a thorough understanding of the contract and guidelines through regular use of internal and external bulletins and updates.</li> <li>• Ensure that all participant feedback and suggestions are followed up within a timely manner.</li> <li>• Comply with all internal and external policies and procedures including contractual obligations, WHS, Privacy, EEO and Disability Service Standards.</li> <li>• Maintain a safe working environment for yourself and others in the workplace.</li> <li>• Ensure required workplace health and safety actions are completed as required.</li> <li>• Participate in learning and development programs about workplace health and safety as required.</li> <li>• Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.</li> </ul>	<ul style="list-style-type: none"> <li>• All required information is recorded in IT systems in a timely and accurate manner as required.</li> <li>• All participant files are accurate, up-to-date and stored in accordance with Mission Australia policy and procedures.</li> <li>• All administration tasks are completed accurately and on time.</li> <li>• Participant activity is monitored and logged in systems as per policies and procedures.</li> <li>• Mission Australia policies and procedures are adhered to.</li> <li>• Compliance with funding body and regulatory guidelines.</li> <li>• Contract or guideline changes are implemented immediately.</li> <li>• Compliance with Work Health &amp; Safety requirements.</li> </ul>

## Position Description

### Key challenges of the role

- The ability to implement solutions that address individual barriers, both vocational and non-vocational, to mitigate the risk of long-term welfare dependency. In addition the ability to manage a case load of participants in line with internal and external policies and procedures.

### Approval

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Manager signature

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Manager name

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Approval date