

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:	Intensive Family Support - Senior Practitioner
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	Providing expert case practice advice and leadership in supporting staff to effectively manage clients with multiple and complex needs. As well supporting the Program Manager to deliver high quality and contractually compliant services to clients in a local community. Manages a complex case-load.

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

Key Result Area 1	Client Support
<p>Key tasks</p> <ul style="list-style-type: none"> Act as the first point of escalation for clients and service staff, and actively participate in case management to overcome challenging issues or relationship breakdowns. Work with clients to create single, individualized support plans including referral to supplementary services as needed. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> Client challenges are overcome resulting in improved outcome and timely resolution of issues and complaints. Support plans are created for all clients in line with Mission Australia best practice. Prioritisation Guidelines are adhered to. Parents and children with a disability are successfully linked with supports within the community.



<ul style="list-style-type: none"> • Engage with clients based on professional assessment of critically-of-needs as per Prioritisation Guidelines. • Engage with parents or children with disabilities to understand their needs and create linkages into the community to support individuals with a disability. • Provide intensive ongoing case management within the Strengthening Families framework with clients and review progression against case plans. • Lead or participate in case-conferences including family decision making with other professionals. • Assist clients whilst at the service through therapeutic intervention and referral to suitable services. • Assist clients in the process of transition out of the service into independence or other services. • Conduct group case management sessions for clients where necessary and appropriate such as living skills, budgeting etc. • In consultation with Program Manager, implement reflective practice processes to ensure continuous improvement in service delivery • Develop strategies to actively engage resistant clients who will be at risk of future harm if change is not made as well as partnership services who have a shared relationship with the client. • Provision of outreach services to clients who are experiencing emergent family and domestic violence in the home. 	<ul style="list-style-type: none"> • Ongoing support is provided for client that meets their individual needs and situation. • Clients are supported whilst at the service and offered appropriate referral to other services. • Case-conferences with family and professionals provide clear articulation of goals and responsibilities to maximize services available to clients. • Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services. • Group sessions are conducted for clients as appropriate • Reflective practice processes are implemented that lead to continuous improvement in service delivery. • Engagement plans are developed with partnership services to engage with resistant clients. • Outreach services are provided to clients where needed.
<p>Key Result Area 2</p>	<p>Program Coordination</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • In consultation with the Program Manager assist in the allocation of case loads and clients to service staff to ensure effective distribution, management, and cover during illness, training and annual leave. 	<ul style="list-style-type: none"> • Case loads are allocated in a fair and efficient fashion as directed by the Program Manager.



<ul style="list-style-type: none"> • Provide regular case-reviews and supervision for staff to review complex case-plans and monitor case management and outcomes. • Provide intervention support to clients and staff where there is a breakdown in the relationships or difficulty in reaching desired outcomes. • Actively encourage and motivate staff towards the achievement of client outcomes. • Support Program Manager to conduct staff meetings and provide relative information regarding case management development and effective service delivery as required. • Contribute to staff performance discussions with Program Manager to develop planning activities when required. • Conduct quality audits of case files and practices to ensure high quality service delivery • Facilitate critical reflection activities for staff to inform Action Learning processes 	<ul style="list-style-type: none"> • Service staff are supported to achieve high quality interventions with positive outcomes from their case loads. • Assistance is provided to client issues resulting in positive outcomes or issues resolution. • All relevant and proper steps are taken to ensure that positive and sustainable outcomes are achieved. • Staffs meet their performance targets and achieve sustainable client outcomes. • Staff meetings are conducted improving communication, performance and engagement. • Constructive contribution is made to staff performance discussion and plans as required by the Program Manager. • Regular audits of files and practice are followed up with action plans and reviews. • Staff are encouraged to apply new solutions, ideas and methods in complex cases to promote continuous improvement.
<p>Key Result Area 3</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Individualized case management files are created and updated 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. • Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All paperwork is completed and correct and kept as required. • Clients are provided with practical case support • All admin tasks are completed accurately and on time.

<ul style="list-style-type: none"> • Complete a range of required administration tasks including reports and audit activities. • A waitlist of unallocated cases is managed appropriately. Client contact and support is in line with client need and the referring agencies' expectations. 	<ul style="list-style-type: none"> • Waitlisted families receive adequate support and information and referring agencies are informed of the families' progress on the waitlist. •
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop strong internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes. • Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in the receipt of information and referral of clients. • Engage with outposted Disability Services Officers (Facc and IFS Services) • 	<ul style="list-style-type: none"> • Strong internal relationships are developed resulting in improved service functioning and service outcomes. • Strong external relationships result in effective interaction with service and appropriate referral of clients. • Disability Services Officers are actively engaged with. •

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

- Demonstrated ability to produce written case notes and reports that are clear and structured and evidence sound theoretical understanding.
- Ability to plan, implement, facilitate and monitor family intervention activities
- Knowledge and understanding of Child Protection legislation and child protective concerns
- Demonstrated crisis management skills
- High level referral and advocacy skills
- Degree in Human Services, Social Work, Social Science, Psychology or other relevant field
- Demonstrated understanding of Early Intervention principles in working with families with multiple and complex needs
- Demonstrated experience in the professional supervision of team members involving critical reflection, to enhance both their practice skills and professional knowledge.
- Understanding of Vicarious Trauma and Self-Care to manage personal impact from exposure to critical and complex issues.
- Senior first aid certificate
- Open and current Driver's License
- Working with Children Blue Card
- Experience working with families experiencing issues relating to mental health, drug and alcohol, disability, criminal activity, family and domestic violence or significant child protection concerns is desirable.

Key challenges of the role

- The ability support staff to cover a range of different and challenging client issues.
- Effective time management to be able to effectively manage a case load and support the Program Manager as required.
- This role may at times be required to operate outside normal office hours (at night and on weekends and public holidays). The role incumbent will be required to participate in an on call roster.
- Ensuring self-care is maintained and personal resilience is demonstrated through personal awareness and ability to understand the impact of own responses on others.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>



Other (prescribe)



_____ First Aid _____ |

Approval

Manager name

Approval date

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