

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Community Service Employee
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 4
Program:	Canterbury Bankstown Youth Service
Reports to:	Program Manager
Position Purpose:	To support clients in the provision of welfare support, in particular the provision of services to face homelessness and other related issues.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals of clients to the service from internal and external support services and conduct over the phone and formal face to face assessments of suitability for support. 	<ul style="list-style-type: none"> All referrals are responded to, and appropriate clients are selected for the program. Thorough intake and assessments are conducted, and all required paperwork is completed and uploaded in MA Connect

<ul style="list-style-type: none"> • Undertake initial registrations for clients, including all necessary paperwork and application forms. • Work with clients to create holistic and strength based individualised health plans including referral to mental health and AOD services as needed • Provide ongoing person-centred Mental Health and/or AOD strategies (formal and informal) in line with MA’s Clinical Care Framework Approach, with complex clients and review progression against their health plan. • Facilitate health and AOD related workshops that create an awareness of early intervention strategies, supporting young people and family groups dealing with mental health or AOD issues. • Assist clients in the process of transitioning out of the service, into independence or other services. • May be required to take the lead in convening case conferences with key stakeholders as needed to minimise service duplication and create best outcomes. • Work with families, the local community and service providers to adopt a holistic and culturally safe model that improves outcomes for individuals and families experiencing issues associated with MH, and/or AOD 	<ul style="list-style-type: none"> • Health plans are created for new and existing clients in line with Mission Australia best practice. • Ongoing support is provided for clients that meet their individual mental health and AOD health plans. • Clients are supported while at the service and offered appropriate referral to other services. • 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. • Knowledge of local services and best practice is shared with other team members. • Work collaboratively in partnership with internal (colleagues) and external services to develop appropriate engagement strategies for clients. • Services are viewed as accessible, and the overall proportion of clients accessing the service is increased. • Work in partnership with co-workers to conduct home visits successfully when necessary. • All risk assessments for client engagement are conducted and uploaded into MA Connect.
<p>Key Result Area 2</p>	<p>Program Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Conduct mental health and AOD group sessions for clients where necessary and appropriate. • Assist Program Manager and other employees in addressing complex cases or emergency situations. 	<ul style="list-style-type: none"> • Group sessions are well planned and conducted for clients as appropriate. • Appropriate and accurate notes kept for all clients in line with required MA and external standards. • Active participation and contribution in program improvement meetings

<ul style="list-style-type: none"> • Work with team members to complete risk assessments where necessary. • As required undertake community-based activities in line with contractual funding requirements, that aim to benefit clients and the community. • Provide outreach services to clients. • Support service initiatives including the completion of internal and external reports relating to clients including youth mental health and AOD statistics, feedback summaries and yearly outcomes reports. • Identify potential improvements in service provision to clients that improve quality program activities within the service to ensure compliance with service standards. 	<p>including staff training, supervision and team building activities</p> <ul style="list-style-type: none"> • Assist with staff cover across the program when required including relief duties, planned community events as when needed.
<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"> • Complete admin tasks including statistics, reports, referral letters, and health plans and data entry in relevant Client Management System e.g., MA Connect • Ensure that all required internal and external client paperwork/files are completed, and secure in line with Mission Australia protocols. 	<ul style="list-style-type: none"> • Client files are created to the required standard and updated regularly. • Clients are provided with practical health care plans and/or case management support to meet the individual's needs. • All required administration tasks are completed accurately and in a timely manner.
<p>Key Result Area 4</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Build and maintain positive internal and external relationships, with the ability to adapt communication style to resolve conflict including community, government non-government services, Indigenous organisations, clients, and their family/caregivers etc. • Participate in relevant network meetings as directed by management 	<ul style="list-style-type: none"> • Promotes and role models respectful relationships and a positive team culture. • Has sound knowledge of local community services, promotes, and supports active referral pathways in/out of the service. • Engages with all relevant internal and external stakeholders • Actively participates and professionally represents MA in relevant meetings and networks.

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| <ul style="list-style-type: none"> • Provide mental health and AOD advice and share knowledge of local networks and 'best practice' with team member's | <ul style="list-style-type: none"> • Has sound knowledge of health and AOD networks and shares this regularly with other team members. |
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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 (e.g., 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills, and experience required to do the role

- 2 year Diploma in Social Welfare related study or relevant industry experience
- Sound knowledge/experience working with youth Mental Health and AOD
- Group facilitating Experience
- Current Driver's Licence
- Senior First Aid Certificate or willingness to obtain
- Satisfactory Criminal record Check and Working with Children Check

Key challenges of the role

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Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Driver's Licence
- COVID 19 Vaccination
- Other (prescribe) _____

Approval Ludmila Klianov

10/03/2022

Manager name

Approval date