

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:	Youth and Family Worker (CSW 4)
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To support service staff and management in the delivery of the services to clients and meeting and exceeding service outcomes.

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. Undertake initial registrations for clients, including all necessary paperwork and application forms. Induct clients into the service including their rights and responsibilities and obtain their consent. Work with clients to create individualized support plans including referral to supplementary services as 	<ul style="list-style-type: none"> All referrals are responded to in a timely manner and appropriate clients are selected for the program. Thorough registrations are conducted and all required paperwork is completed and put on file. Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities and provide informed consent. Support plans are created for all clients in line with Mission Australia best practice. Ongoing support is provided for client that

<p>needed.</p> <ul style="list-style-type: none"> • Provide intensive ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counselling as required. • 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. 	<p>meets their individual needs and situation.</p> <ul style="list-style-type: none"> • Clients are effectively transitioned out of the service where appropriate and offered ongoing support from external services. • Group sessions are conducted for clients as appropriate.
<p>Key Result Area 2</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<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. • Attend and participate in external meetings and case conference reviews. 	<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. • External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed.
<p>Key Result Area 3</p>	<p>Program Development</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Contribute to the effective functioning and development of the program through involvement in team meetings, staff training, and team development activities. • Provide peer supervision to staff classified at lower levels • Undertake community capacity building and action research projects • Develop flexible alternate programs to 	<ul style="list-style-type: none"> • Active contribution is made to the development of the program including participation in team meetings, staff training, and team development activities. • Peer supervision is offered to staff classified at lower levels. • At least 1 community capacity building project and 1 action research project is undertaken each financial year. • Individualized programs are sourced

suit the needs of each client.	and/or available to clients.
Key Result Area 4	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update individualized case management files 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 • Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcomes reports. • Abide by workplace health and safety procedures at all times and ensure risk assessments are conducted for all clients. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc. 	<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 management support to meet the individual needs. • All required reports are prepared correct and on time. • Work place health and safety procedures are adhered to at all times and risk assessments are completed for all clients and the risk regularly reviewed. • All required administration tasks are completed accurately and in a timely manner.

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;

Position Description |

- 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

- Degree in a relevant field and/or relevant industry experience
- Experience supporting young people with high and complex needs
- Demonstrated crisis and case management skills
- High level referral and advocacy skills
- High level communication skills
- Knowledge and understanding of Child Protection legislation and child protective concerns
- Current first aid certificate
- Open and current Driver's License
- Working with Children Blue Card

Key challenges of the role

- The ability to support young people experiencing a range of challenging and complex issues and ability to engage with parents and/or carers.
- Effective time management to manage a case load and additional program activities as required.

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)	<input type="checkbox"/>

Approval

Manager name

| Katie Leavey

Approval date

| 09/11/2015 |