

## 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:	
Classification:	Community Services Employee
Level:	Level 3
Function:	
Reports to:	Program Manager
Position Purpose:	To support clients and other employees in the provision of support activities within the values of Mission Australia, that contributes to the outcomes of the service.

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

Key Result Area 1	Client Support
<p><b>Key tasks</b></p> <p>Under general supervision undertake the following duties outlined within the policy and procedures of the service:</p> <ul style="list-style-type: none"> <li>May be required to provide ongoing routine evidence-informed, case management sessions that are person-centred, sensitive and</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>All referrals are responded to, and appropriate clients are selected for the program.</li> <li>Thorough registrations are conducted, and all required paperwork is completed and on file.</li> </ul>



<p>responsive to, the cultural strengths and needs of each client in line with MA National Case Management Approach and review progression against case plans.</p> <ul style="list-style-type: none"> <li>• Maybe required to provide support to client with day to day activities.</li> <li>• Work with clients to create holistic and strength-based individualised case plans utilising SMART goals including referral to supplementary services as needed.</li> <li>• Respond to referrals of clients to the service from internal and external support services and conduct formal assessments of suitability for support.</li> <li>• May be required to undertake initial registrations and assessments for clients, including all necessary paperwork and application forms.</li> <li>• As required Induct clients into the service.</li> <li>• Assist clients in the process of transition out of the service into independence or other services including developing capacity to self-manage and access required supports independently.</li> <li>• May provide outreach services to clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> <li>• Case plans are created for all clients in line Mission Australia best practice.</li> <li>• Ongoing support is provided for the client that meets individual needs and situation.</li> <li>• Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.</li> </ul>
<p><b>Key Result Area 2</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>• Under general supervision complete various administrative duties for the efficient running of the service including statistics, reports, referral</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> </ul>

<p>letters, goal plans and data entry in relevant Client Management System, within in quality frameworks that maintains the relevant accreditation standards.</p> <ul style="list-style-type: none"> <li>• Create and update individualised case management files for all clients in line with Mission Australia protocols.</li> <li>• Ensure the completion of all required internal and external reports relating to clients and the program including risk assessments, statistics etc.</li> </ul>	<ul style="list-style-type: none"> <li>• All required reports are prepared correctly and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Program Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Under general supervision exercise initiative while undertaking duties to support the needs of the program and refer complex issues to a supervisor.</li> <li>• Under general supervision contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, training and development of employees and utilise specialised knowledge and required to provide assistance to lower classified employees.</li> <li>• As requested deliver single stream training programs which support the practical needs of the clients and contribute to the practical improvement and assessment of group programs under the direction of a senior employee.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities are well managed, and issues dealt with in a timely manner.</li> <li>• Sites are well resourced and maintained.</li> <li>• Active contribution is made to the development of the program including participation in employees training and development.</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>

<ul style="list-style-type: none"> <li>• Develop sustainable internal relationships with clients and other employees including the ability to resolve conflict to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Develop sustainable relationships with key external stakeholders including other service providers, community service workers, government agencies, and schools etc.</li> <li>• Has a sound understanding of Mission Australia’s Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders including client’s family/caregivers.</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable internal relationships are developed resulting in improved service functioning and service outcomes.</li> <li>• Sustainable external relationships result in effective interaction with service and appropriate referral of clients.</li> <li>• Is able to engage with referral sources proactively.</li> <li>• Maintains awareness of Mission Australia programs and sites.</li> </ul>
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## 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.

- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders.
- Demonstrated ability to build and maintain sustainable internal and external relationships.
- Demonstrated ability to deliver single stream training programs under the direction of a senior employee.
- Sound written and verbal communication skills, including proficient administrative skills and use of technology (database, mobile devices).
- Personal development and self-awareness including mastery with own wellness and confidence in own resilience.
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances.
- An understanding from combined lived experience and professional development about factors that support recovery and a proven ability to use this to positively support others on their recovery journey.

### Key challenges of the role

- Manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within the service. In addition managing a hectic atmosphere and confronting client issues.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.
- 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

- University Degree holder or a relevant Associate Diploma or certificate with relevant experience or other appropriate qualification/experience acceptable to Mission Australia.
- Alternatively possesses experience attained through previous experience at Mission Australia and/or study of an equivalent level of expertise.

### Compliance checks required

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|-------------------------|--------------------------------|
| Working with Children   | <input type="checkbox"/>       |
| National Police Check   | <input type="checkbox"/>       |
| Vulnerable People Check | <input type="checkbox"/>       |
| Drivers Licence         | <input type="checkbox"/>       |
| First Aid Certificate   | <input type="checkbox"/>       |
| Other (prescribe)       | <input type="checkbox"/> _____ |



## Approval

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People Leader name

Approval date