

Mission Australia

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| 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:

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| Position Title: | Mentor |
| Division: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | <ol style="list-style-type: none">i. provide one-on-one/face-to-face client engagement, program delivery and program support to children and young people who are under the Guardianship of the Chief Executive, Department of Child Protectionii. support young people transition from care into further education, training or employment |

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

| Key Result Area 1 | Client engagement |
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| <p>Key tasks</p> <ul style="list-style-type: none"> • Serve as a positive role model and friend and engage and build relationships with children and young people • Engage a child or young person in a range of activities that supports their physical, social, emotional and educational outcomes by providing sessions that address key issues and obstacles • Build the relationship by planning and participating in activities together with the child or young person • Build self-esteem and motivation and help set goals and work toward accomplishing them with the child or young person • Support plans for particularly vulnerable clients are devised in consultation with Mission Australia Program Manager • Assist clients in the process of transition out of the service into independence or other services to meet needs • Plans and carries out activities that include a recreational component that is age appropriate and sensitive to the child or young person’s emotional development | <p>Position holder is successful when</p> <ul style="list-style-type: none"> • Children and young people are engaged and attend the program • Support and activity plans are created using the Goal Template, for child or young person in line with Mission Australia best practice. • Support is provided for particularly vulnerable clients that meets their individual needs and situation. • Clients are effectively transitioned out of the service where appropriate • The young person is prepared for transition from care • The young person has developed independent living skills in preparation for adulthood • Children and young person have developed positive connections with community in preparation for transition to independence |
| Key Result Area 2 | Program Coordination |
| <ul style="list-style-type: none"> • Assist in the delivery of a holistic wellbeing mentoring program for children and young people under the care of the Chief Executive aged from primary school age to 17 years • Participate in planning for a range of activities that support the development of children and young people’s physical, social and emotional development and are age appropriate. | <ul style="list-style-type: none"> • Children and their parents/guardians participate in the program • Children and young people are exposed to a wide variety of activities that contributes to their health and wellbeing • Involved in planning for activities including participating in client consultations and evaluations |

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- Participate in the consultation of children, young people and their parents to plan activities.
 - Participate in the program evaluation and ongoing service planning.
 - Work in collaboration with Program Manager, Regional Leader and Care Mentoring Coordinator to plan, deliver and evaluate the program
 - A month by month program is developed with a range of planned activities in conjunction with Department for Child Protection (DCP) and Department for Education (DfE)
 - Contribute to the development of client files that includes client details, medical history, client confidentiality, and permissions.
 - All required internal and external client paperwork is completed and copies kept on file.
 - Provide reports (Monthly Work Summary, Closure Report, etc) as required with the Program Manager
 - The Mentor responds within 24 hours of contact (by email or phone) from the Program Manager regarding:
 - a potential new mentee match, and/or
 - a discussion about a current mentee.
 - The Mentor accepts a minimum of 80% successful mentee matches, or provide reason for declining match
 - Mentor provides all tax invoice receipts with fully completed Monthly Work Summary Report within two (2) business days of month end to Program Manager
 - Complete a range of other administrative duties for the efficient running of the service including statistics, research, and reports
 - Activities include wellbeing and personal development, recreational, cultural, training and employment information, as age appropriate
 - A file is created for each child or young person
 - All paperwork is completed and correct and kept as required.
 - Contribute towards reporting mechanisms that will be collated into reports and will be provided to DfE via the Program Manager
 - Tasks identified on Goal Template contributes to the health and wellbeing of the child and young person, as agreed by DCP, DfE, Program Manager and/or Care Mentoring Coordinator
 - Monthly Work Summary Report and receipts for activity expenses emailed to Program Manager within two (2) business days of month end
 - The Mentor responds to Program Manager by email or phone within the 24 hour period
 - 80% of successful mentee matches are accepted
 - All required administration tasks are completed accurately and in a timely manner
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Key Result Area 3

Relationship management

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| <ul style="list-style-type: none"> • Contribute towards open communication between the Mentee, parent/guardian and Program Manager • Promote strong relationships with clients, parents/guardians, Program Manager and other staff to contribute to the effective functioning of the service • Promote strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc to assist in the transition to education, training or employment | <ul style="list-style-type: none"> • Contribute to the program planning, implementation and evaluation • Strong internal relationships are developed resulting in improved service functioning and service outcomes • Strong external relationships result in effective interaction with service and appropriate referrals for clients |
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Key Result Area 4

Client Harm Prevention & Harm Minimisation

Key tasks

Position holder is successful when

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| <ul style="list-style-type: none"> • Comply and adhere to Mission Australia’s policies and procedures and standards of practice relating to Client Safety, Workplace Health and Safety, child protection, risk management and critical incidents are adhered to • Adhere to all applicable legislation (both federal and state) relating to harm prevention and minimization for clients • Adhere to and be compliant with contractual obligations relating to contracted program delivery | <ul style="list-style-type: none"> • Clients are provided with practical support to address safety concerns where necessary • Duty of Care obligations are upheld in situations where clients are being harmed or are at risk of harm • Clients have information pertaining to harm minimization strategies and practices • Timely accurate and factual reporting of child protection concerns is made to statutory authorities as required. • Ensure client confidentiality are established and adhered in accordance with best practice standards. |
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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;
- 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

- Over 18 years of age
- Certificate IV in Youth Work or equivalent or demonstrated experience
- Hold either a Safe Environments – ‘Through their eyes’ Certificate OR a Respond to Abuse and Neglect in Education and Care (RAN-EC) Certificate
- SMART (Strategies for Managing Abuse Related Trauma) online training
- Current First Aid Certificate (any of the following):
 - Provide First Aid (HLTAID003)
 - Provide First Aid in an Education or Car Setting (HLTAID004), or
 - Provide First Aid in Remote Situations (HLTAID005)
- Current full South Australian driver’s licence, although a South Australian P2 licence may be considered
- Agree to commit to a minimum of 12 months and 3 hours per week, which may include some Saturdays, and/or completion of duties by 6.00pm
- Be available to undertake mandatory training prior to working with children and young people

Competencies

The Mentor should demonstrate:

- a sound common sense and strengths-based approach to working with young people
- good interpersonal communication, including verbal and written (i.e. includes ability to write reports to a professional standard)
- Life experience relevant to working with children and young people
- Values alignment

Key challenges of the role

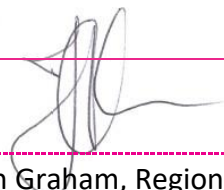
- The ability to manage multiple tasks and a number of competing priorities
- Ability to engage vulnerable children, young people and their parents/guardian/family
- Ability to build relationships with children and young people who face challenging and complex issues
- Ability to liaise with a broad range of people and groups within the community
- Work autonomously
- Ability to liaise with a broad range of people and groups within the community
- Ability to actively support Mission Australia’s purpose and values
- Ability to work in accordance with all Mission Australia policies and procedures including acknowledgement that they have understood and will adhere to relevant policies and procedures

Compliance checks required

- DCSI Working with Children
- National Police Check
- Driver’s Licence
- Other (prescribe) Safe Environments or RAN-EC
First Aid Certificate

Approval

Manager name



Approval date

11/02/2020

Helen Graham, Regional Leader