

Service Delivery: Case Manager YASS

Position Description

Title: Case Manager YASS
Service Delivery

Position summary

To provide case management support to young people, inclusive of their families where possible, residing in the Youth Accommodation and Support Service.

Organisation information

Mission Australia Founding Purpose:

“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)

Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

Mission Australia Vision:

Pathways for life. Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.

Our Core Values: Compassion, Integrity, Respect, Perseverance, Celebration

Our Mission:

Walking alongside those in need, we help them to discover

- Pathways to strong families and healthy, happy children
- Pathways through a successful youth
- Pathways away from homelessness
- Pathways for life and work-ready skills
- Pathways to sustainable employment

Reporting lines and stakeholder relationships

- This position reports directly to the Program Manager

Stakeholder relationships include:

- Mission Australia
- Internal and External support agencies

Position responsibilities

Primary responsibilities:

Client Support

- Develop, implement and review individualised support plans for each client, addressing such issues as living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships.
- Undertakes a holistic and systematic case management approach in order to provide advocacy and referral enabling clients to achieve treatment and personal goals.
- Conducts thorough assessment of the client's issues and needs within the residential unit and on an outreach basis.
- Provide practical support to crisis clients to support their independent living skills and ensure their ongoing safety whilst at the service.
- Respond to and manage crisis situations and critical incidents in a timely manner and according to policy and procedure.
- Provides assistance to young people to build links in their community, through employment, education, and training.
- Assist young people in their transition from crisis services into safe and longer term housing options.

Program Support

- Provide a positive image of Mission Australia within the local community.
- Provide on-call support to the service on a monthly basis as per the on-call roster.
- Participate in the development and implementation of an annual service plan and continuous quality improvement (CQI) principles.
- Maintain and submit relevant documentation in accordance with deadlines.
- Contribute to the achievements of agreed program capacity benchmarks.
- Develop strong and ongoing relationships and work in partnership with co-workers and other agencies/professionals within a collaborative framework that are based on principles of effective communication, mutual respect and trust.
- Develop a safe working environment for yourself, colleagues, clients and visitors by applying OH&S principles and the implementation of safe work practices.
- Assist other staff by supporting them in interactions with clients and assistance with challenging issues.
- Ensure that information is exchanged with other workers in regard to the circumstances and needs of clients.
- Assist in the general supervision of clients throughout the service to ensure appropriate support, safety and adherence to regulations.
- Contribute to the general running of the service including cleaning, maintenance management and sourcing of supplies.

Administration

- Maintain updated individualised support plans for all clients and provide relevant information to the team to support the client.
- Documents clear and concise records according to Mission Australia requirements.
- Maintains statistics of all contacts with clients, families and support services.
- Manage and administer a number of cases/tasks in a coordinated, efficient and timely manner.

- Ensure that all required internal and external client paperwork is completed and copies kept on file, in accordance with Mission Australia requirements
- Maintain up to date, non-judgmental and complete client files, case notes and reports where required.
- Complete a range of other administrative duties, to support the efficient running of the service.

Learning and Innovation

- Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships.
- Participate in Mission Australia’s Performance Management system
- Participate in Mission Australia’s Continuous Quality Improvement program

Other responsibilities:

- 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.);
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by Mission Australia in relation to Occupational Health and Safety.
- Actively support Mission Australia’s Reconciliation Action Plan.

Mission Australia Competencies

The employee will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected behaviours
Achieves Results	<ul style="list-style-type: none"> • Adheres to and works within processes and systems to ensure efficient delivery • Asks for help when needed; works through issues with managers • Is action oriented
Is accountable	<ul style="list-style-type: none"> • Demonstrates accountability for own actions; delivers what is promised • Escalates issues appropriately and early • Exhibits honesty and integrity
Works and collaborates with others	<ul style="list-style-type: none"> • Proactively offers assistance in achieving mutually beneficial outcomes • Involves others, shares information and ensures people are kept informed of progress, changes and issues • Obtains and acts on relevant input and feedback

Builds sustainable relationships

- Develops, builds and maintains internal and external relationships to ensure strategy is achieved
- Role models respect and collaboration to maximise opportunities and organisation outcomes

Communicates Effectively

- Presents information, decisions and reasons clearly and concisely
- Communicates plans, team progress and issues to team in a timely manner

Knowledge, skills and experience

- Well-developed communication skills both written and verbal with young people, peers, key internal and external stakeholders
- Well-developed time management and organisational skills
- Extensive experience in supporting disadvantaged young people and their families to achieve positive outcomes in terms of homelessness
- Demonstrated understanding of contemporary youth issues including homelessness, poverty, abuse, mental health and the use and misuse of alcohol and other drugs, and knowledge of support services available to address these issues
- Ability and willingness to work in accordance to the Code of Ethics for Youth Workers in WA
- Demonstrated experience in case management and support planning
- Highly developed time management and organisational skills
- Relevant Tertiary Qualifications and or experience in Youth work or related field
- Demonstrated ability to establish and maintain community networks
- Demonstrated ability to work as part of a team and with minimal supervision
- Ability to work according to the principles of client-centred practice
- Capacity to relate to people from different cultural backgrounds
- Computer literate and experience in Word, Excel and in house data capture systems e.g. MACSIMS etc
- Working with Children Check, Police Clearance and 'C' class drivers licence