

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:	Support Facilitator Home and Healthy
Classification:	Community Services Employee
Level:	Level 4
Function:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<p>To support people who are identified at risk of homelessness on exit from a health facility to secure and maintain stable housing.</p> <p>By providing holistic and planned support, enabling vulnerable people to reach independence through sustainable housing, employment, training and community participation.</p> <p>To support the successful implementation of a new homelessness program, Home and Healthy, funded via a Social Impact Investment.</p>

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 local health facilities and conduct assessments to determine service eligibility and support needs allocated by Program Manager. • Work with clients to determine housing options and actively advocate to secure sustainable housing as soon as possible on exit from the health facility, including developing innovative solutions to enter the private rental market, where possible. • Work with clients to develop and implement an holistic life plan which considers their goals for housing, employment, support networks, wellbeing and independence in line with MA's National Case Management Approach. • Demonstrate an ability to provide a personalised approach to life planning allowing clients to make informed choices about the services and support they require as well as opportunities to contribute to, and be involved in service delivery. • Actively support clients to build pathways to independence through volunteering, training and employment, working in partnership with specialist employment and training programs. Working collaboratively with client, other services and with Mission Australia's complimentary services such as the Tenant Participation and Community Engagement Service (TPCE) where appropriate. • Work in partnership with the Home and Healthy Clinical Specialist and Lived Expertise Worker to ensure that clients affected by mental illness are supported in their recovery journey. • Provide intensive support (formal and informal) with clients and review 	<ul style="list-style-type: none"> • Referrals are responded to in a timely and effective manner once allocated. • Targets for the numbers of clients in sustainable housing, employment, training and volunteering are met. • Clients have a holistic life plan based, reviewed on regularly intervals on their needs and goals, which they understand and are actively working towards. • Clients who are affected by mental illness are accessing the supports that they need and progressing their recovery journey. • Clients have an integral role in making decisions about their own support as well as having a role to play in influencing service delivery. • Ongoing support is provided for clients that meets their individual needs and situation. • Support is evidenced and in line with the Home and Healthy Operations manual and reporting requirements. • Client and staff welfare is prioritised in a professional manner. • Client is supported to transition out of service support ensuring appropriate and ongoing to other relevant supports and services, within the local community, including other appropriate Mission Australia services. • Professional boundaries are upheld throughout.



<p>progression against plans and provide informal counselling as required.</p> <ul style="list-style-type: none"> • Work with client toward an exit and transition plan out of the service from commencement of life plan. • Deliver support services in line with the Home and Healthy Operations Manual and best practice principles which are person centred, trauma informed and holistic. • Work with clients who may be experiencing high levels of distress, anger and anxiety, prioritising competing demands in crisis situations. • Consistently demonstrate strong professional boundaries in undertaking the support worker role. 	
<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 relationships and collaborate with Community Housing providers and land lords to secure sustainable housing options for clients, promote tenancy sustainability and early intervention strategies. • Develop and maintain relationships with Local Area Health District teams to support effective referral pathways. • Develop strong relationships with local employment and training programs to enable pathways to employment for clients ensuring that complimentary Mission Australia programs are involved where appropriate. • Develop positive and appropriate professional relationships with other stakeholders including local community service providers, government agencies, health services etc maintaining an up-to-date knowledge of services available to meet clients' needs. • Develop strong relationships with clients and the Home and Healthy team to contribute to the effective functioning of the program and improved client outcomes. • Attend inter-agency meetings as required, representing and promoting 	<ul style="list-style-type: none"> • Targets for the numbers of clients in sustainable housing outcomes are met. • Referral targets are met and suitable clients are referred to the program. • Targets for the numbers of clients achieving employment, training and volunteering outcomes are met. • Strong internal relationships are developed resulting in improved program functioning and client outcomes. • Strong external relationships result in effective interaction with services and better accessibility of services for clients. • Networking results in wider knowledge of the Home and Healthy program and of other services that can assist the needs of clients. • Case conferences are organised and carried out with the client achieving person-centred outcomes.



<p>the program and the organisation in a positive, respectful manner</p> <ul style="list-style-type: none">• Proactively organise and facilitate case conferences as required.	
Key Result Area 3	Administration and Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none">• Work proactively with other team members to manage service case load and administrative responsibilities.• Record all support services provided with a high level of accuracy and in a timely manner.• Meet program requirements for the maintenance of client records and the updating of the program internal data system ensuring that all required internal and external paperwork is updated and accurate.• Contribute to the monitoring and management of client outcomes achieved as per the Home and Healthy contract, intervening early if risks in performance are evident.• Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcomes reports.• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.• Respond to incidents in accordance to the service's formal procedure.• Prepare for and access line and practice supervision on a regular basis in line with Mission Australia's supervision policy.	<ul style="list-style-type: none">• Actively assists other team members in managing case load and other administrative responsibilities.• All support interventions are accurately recorded in in the data system within the required timeframe.• All client records, paperwork and data entry is completed and meets contractual requirements.• The outcome targets in the Home and Healthy Contract are monitored and there are strategies in place to manage performance.• All required reports are prepared correct and on time and in line with Home and Healthy Operations Manual.• All required administration tasks are completed accurately and in a timely manner.• All incidents are responded to as per service procedure.• Work performance aligns with the direction provided through line and practice supervision.

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

Personal Capabilities

- Solution focused and creative in approach - has the capacity to respond effectively to challenges
- Strong professional boundaries
- Resilience
- Performs as an active member of the Home and Healthy team, contributing to building a positive professional culture that facilitates effective client outcomes in a constantly changing environment
- Excellent interpersonal skills
- Excellent organisational and time management skills and ability to prioritise
- Motivated towards excellence and development of personal performance
- Genuine interest in working for Mission Australia
- Sensitive and responsive to the cultural needs and strengths of each client
- Cooperative

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

- A Degree or Diploma in Social Welfare/Social Science and a minimum of 2 years' case management experience

- Experience in Homelessness and Mental Health
- Experience with outcomes based programs
- Experience in a similar role working with complex needs
- Knowledge of Microsoft applications particularly Outlook, Word, Excel and PowerPoint
- Strong analytical, numeracy, written and verbal communication skills
- Current Senior First Aid Certificate
- Valid NSW Driver's Licence

Key challenges of the role

- Working to secure sustainable housing options for a vulnerable client group
- Balancing the achievement of contractual performance targets with a person-centred case management approach

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

Sharon Ewins

10 May, 2019

Manager name

Approval date