

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</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:	End homelessness and ensure people and communities in need can thrive.

## Position details:

Position Title:	<b>Transition Coach (Case Manager)</b>
Executive Function:	Community Services
Award/Agreement:	Mission Australia Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 4
Business Unit/Program:	Home Stretch
Reports to:	Program Manager
Position purpose:	<p>To support, mentor and guide young people aged 17- 21 years to transition smoothly from out-of-home care to independent living and adulthood. This will include:</p> <ul style="list-style-type: none"><li>• Providing access to supports and resources that will be made available through an extension of care arrangement;</li><li>• Offering flexible one on one support using a culturally competent, trauma informed and strengths-based approach to case management and case coordination; and</li><li>• Working collaboratively with relevant stakeholders (including the Department of Communities staff, the young person, foster families, carers, community, and people identified as significant in the young people's lives) to ensure a smooth transition from out-of-home care to interdependence.</li></ul>

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

<p><b>Key Result Area 1</b></p>	<p><b>Child and Youth Safe Practice</b></p>
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li> <li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies, procedures and supporting documents to practice as required by the role.</li> <li>• Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li> <li>• Sound application of policy to child and youth safe practice is demonstrated.</li> <li>• Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Service User Support</b></p>
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Respond to referrals in a timely manner.</li> <li>• Complete assessments and intake processes for allocated young people to build a holistic understanding of their support needs.</li> <li>• Provide ongoing person-centred case management in line with MA’s National Case Management Approach, with allocated complex people and review progression against support plan.</li> <li>• Support young people to create holistic and strength-based individualised support plans utilising SMART goals and referral to supplementary services as needed.</li> <li>• Provide mentoring, informal counselling and coaching to young people to support them to develop the skills, establish support circles including personal, family and community connections and confidence to achieve independence.</li> <li>• Provide support to young people in relation to family finding and</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• Referrals are responded to, and criteria are met in the required timeframes.</li> <li>• Comprehensive assessments and intake process completed with young people and required documentation and data maintained and or filed.</li> <li>• Ongoing person-centred case management complies with MA’s National Case Management Approach.</li> <li>• Young people are thoroughly inducted into the service and are fully aware of their rights and responsibilities, including the Charter of Rights for Children and Young People and Mission Australia Workers.</li> <li>• Support plans are in place and reviewed regularly in line with Mission Australia best practice.</li> <li>• Young people are provided practical case coordination and ongoing support to meet their identified needs addressing housing, access to employment, education, and training, personal, family, cultural and</li> </ul>

<p>mapping, reunification planning and contact with biological family.</p> <ul style="list-style-type: none"> <li>• Support young people to understand and develop their connections to culture, country, community, and family.</li> <li>• Assist young people to find and maintain safe and stable housing, using mainstream resources and the Home Stretch WA Housing Allowance, exploring a broad range of options within a young persons’</li> <li>• Facilitate case conference meetings for allocated young people where relevant.</li> <li>• Complete risk assessments where necessary.</li> <li>• Facilitate therapeutic and educational groups, covering topics such as living skills, budgeting, mental health, and wellbeing, with young people engaged in the service.</li> <li>• Provide advocacy and referrals to appropriate services enabling young people to achieve their individual goals.</li> <li>• Develop Handover Summary with young people as they transition out of Home Stretch.</li> </ul>	<p>community connections and health needs.</p> <ul style="list-style-type: none"> <li>• A collaborative partnership with other stakeholders exists and is used to develop appropriate engagement strategies for young people accessing the service.</li> <li>• Risk assessments are conducted, and duty of care requirements are met.</li> <li>• Groups sessions are facilitated ensuring they are relevant to the young people's identified needs and young people are encouraged to provide ongoing feedback and input into the program.</li> <li>• Records are current and easily accessible to both internal and external bodies if required.</li> <li>• Escalated service user issues are responded to in timely manner which ensures minimum impact to clients or relationships.</li> </ul>
<p><b>Key Result Area 3</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 positive professional relationships with young people, their families and carers and staff.</li> <li>• Develop positive professional relationships with key external stakeholders including other service providers, community service workers, government agencies etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive professional internal and external relationships are developed and maintained resulting in improved service functioning and service outcomes.</li> <li>• Professional contribution is provided at service staff meetings.</li> <li>• Professional and informed contribution is provided at interagency meetings.</li> </ul>

<ul style="list-style-type: none"> <li>• Build and maintain strong relationships with Department of Communities District Offices, to strengthen referral pathways for young people.</li> <li>• Deliver accurate information about Home Stretch to prospective young people and Department of Communities' staff and other out-of-home care service providers.</li> <li>• Actively participate in interagency meetings including the Home Stretch Community of Practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Information obtained at interagency meetings is shared with the team.</li> <li>• Young people and staff from other agencies understand the program and appropriate referrals are received.</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Administration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Record comprehensive statistics in accordance with contractual and organisational requirements.</li> <li>• Create and maintain comprehensive electronic individual case management files for all allocated young people in line with Mission Australia protocols.</li> <li>• Ensure that all required internal and external client documents are completed and copies kept on file.</li> <li>• Complete a range of internal and external service reports as required.</li> <li>• Manage requests for Staying on Subsidy, Housing Allowance, and Invest in Me funds in line with relevant procedures ensuring all financial and client records are maintained.</li> <li>• Complete a range of other administrative duties that contributes to the efficient running of the service.</li> <li>• Maintain a thorough knowledge of service procedures and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Service statistics are clearly recorded and maintained.</li> <li>• Service user files are professionally maintained using electronic systems.</li> <li>• Case notes are recorded in adherence with MA policy and requirements.</li> <li>• All required reports are prepared accurately and in a timely manner.</li> <li>• Staying on Subsidy, Housing Allowance and Invest in Me funds requests are managed in accordance with the relevant procedures, funds are made available in a fair and equitable manner and all records are maintained.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> <li>• The service is professionally presented and maintained.</li> <li>• Service provided reflects the current guidelines and continuous improvements are made.</li> </ul>

<ul style="list-style-type: none"> <li>Contribute to the development/improvement of effective systems and practice that will better support and enable young people to access the resources available to them.</li> </ul>	
<b>Key Result Area 5</b>	<b>Learning and Innovation</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Participate in supervision meetings with line manager.</li> <li>Participate in MA’s Quality Assurance Framework.</li> <li>Actively participate in the Home Stretch Communities of Practice and Knowledge Hub.</li> <li>Provide supervision to students as required.</li> <li>Professional development activities are attended.</li> <li>Support evaluation of the Home Stretch program.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly supervision with line manager is attended.</li> <li>CQI tasks are completed as required.</li> <li>Students are supervised.</li> <li>Appropriate training and professional development programs are attended.</li> <li>Continuous improvement of the Home Stretch Program.</li> <li></li> <li></li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## 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 (e.g. 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
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

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

- A Degree or Diploma in Social Welfare/Social Science or similar and a minimum of two years' experience in a similar role;
- A comprehensive understanding of the barriers and issues affecting young people who have been in state care;
- Experience in working with young people who are disengaged from education, training, and employment;
- Demonstrated experience in providing vulnerable young people with complex needs with a range of supports including case management/coordination, assessment, counselling, and crisis intervention;
- Demonstrated knowledge and understanding of Aboriginal culture and the ability to work with Aboriginal young people, families, and communities;
- Demonstrated capacity to work flexibly and in a solutions-focused way;
- Strong interpersonal and networking skills, particularly in aligning partnerships or working relationships with Aboriginal community members and services;
- Sound knowledge of and relationship with referral sources, government, and non-government agencies;
- Demonstrated understanding and ability to work in a culturally safe and trauma informed manner;
- Excellent communication skills, both written and verbal;
- Experience in initiating, organising, and planning activities;
- Ability to work as part of a team;
- High level of computer skills in Windows environment;
- Demonstrated experience in case management processes; and
- Satisfactory criminal record check and Working with Children check.

### Key challenges of the role

- Engaging with disengaged, vulnerable, and at-risk youth presenting with complex trauma backgrounds and associated issues to enable them to achieve the desired outcomes;
- Managing multiple tasks and competing priorities from a range of stakeholders;
- Providing a service to young people living in a wide geographic area; and
- Remaining focused and motivated whilst working autonomously in a small team environment.

### Compliance checks required

- Working with Children Check
- Vulnerable People Check
- National Police Check
- Driver's Licence
- Other (prescribe)

**Approval** Elise Jorgensen (Regional Leader)

26/06/2022

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**Manager name**

**Approval date**