

Mission Australia

About us	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 150 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>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</p>
Values	Compassion Integrity Respect Perseverance Celebration
Goal	To reduce homelessness and strengthen communities.

Position title: Case Worker

Responsible to	Program Manager
Responsible for	Providing assistance to clients in the provision of welfare support services.
Position Purpose	To assist juvenile offenders, leaving detention, to overcome offending behaviour and re-intergrate into the community.
Key Challenges	To support young offenders in the provision of welfare support, in particular the provision of targeted support to young offenders to prevent their problems from escalating.

Position Requirements

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.

Key Result Area 2 - Client support

Key tasks

- Work with clients to create individualized support plans including the assessment of physical, financial, emotional and accommodation needs of the client.
- Develop individualized case plans to ensure that goals are met and practical steps are taken to meet presenting needs during the 12 week period.
- Develop comprehensive case files for clients, ensuring that all documents are completed and records are detailed, accurate and factual.
- Liaise with the Department of Juvenile Justice and Support Services to enable the necessary support and referral of the client.

Position holder is successful when

- Initial case management meetings are held with the young person and Juvenile Justice Officer
- Support plans are created for all clients focusing on areas of criminogenic risk including housing, family, substance use
- All required paperwork is completed and put on file. Review reports are completed and forwarded onto co-ordinator
- Strong and ongoing relationship are developed with Department of Juvenile Justice and Support Services allowing clients to be effectively assisted and supported.

- Assist and encourage clients to develop skills necessary to achieve their set goals and case management plans including skills in life management, vocation, self-esteem, financial management and personal development.
- Appropriate services and programs are sourced to support clients.
- Ongoing support is provided for clients that meets their needs and situation.

Key Result Area 3 – Program support

Key tasks

- Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.
- Provide opportunities for clients to access information from the service to assist in their progress towards goals.
- Liaise with co-workers and external agencies for the purpose of consultation, referral, service networking, training, community development and advocacy for clients.
- Delivery of specialist evidenced based programs.
- Attend and participate in external meetings and case conference reviews.
- Where applicable source Brokerage Agencies in towns where a direct case management service is not offered.
- Develop flexible alternate programs to suit the needs of each client.

Position holder is successful when

- Case management processes are implemented and adhered to.
- Assistance and support is provided to clients via goal setting and 6 weekly case reviews.
- Active contribution is made to the development of the program including participation in staff training and development.
- Programs such as Journey to Respect and CRA are completed with clients
- External meetings and case conference reviews are attended at 6 weeks and completion.
- Brokerage agencies are sourced for clients where needed.
- Individualised programs are created for all clients.

Key Result Area 4 – Program management

Key tasks

- Create and update individualised case management files for all clients in line with Mission Australia protocols.

Position holder is successful when

- Case management files are created in required standard and updated regularly.
- All paperwork is completed and correct and kept as required.

- Ensure that all required internal and external client paperwork is completed and copies kept on file.
- Complete a range of internal and external reports relating to clients and the program including risk assessments, statistics, quarterly and exit reports etc.
- Complete a range of other administrative duties for the efficient running of the service including referral letters, goals plans , accessing client brokerage etc.
- All required reports are prepared correct and on time.
- All required administration tasks are completed accurately and in a timely manner, including supervision requirements for specialist programs

Key Result Area 5 - 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

Knowledge, skills and experience – essential

- Experience working with young people with challenging behaviours
- Good computer skills
- Current driver's license
- Senior First Aid certificate or willingness to obtain

- Satisfactory criminal record check
- Current Working with Children Check.
- Knowledge of case management
- Knowledge of issues surrounding homelessness and an understanding of the issues that impact on families

Approval

Manager name

Approval date