

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
Classification:	Community Services Employee
Level:	Level 5
Function:	To support client post suicide attempt
Reports to:	Program Manager
Position Purpose:	To support clients, Program Manager and other employees in the provision of program activities within the values of Mission Australia, that contributes to the outcomes of the service.

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"> • May be required to provide brief intervention, outreach, support and education to at risk individuals • May be required to provide crisis and follow up care to eligible clients 	<ul style="list-style-type: none"> • Provide referral pathways to suitable support services and monitor progress • Through client care in an emergency department following a suicide attempt and coordinated care following a suicide attempt.



<ul style="list-style-type: none">• May be required to provide Postvention support• As required provide specialise case management (formal and informal) in line with MA's National Case Management Approach and Work collaboratively with caseworkers to provide specialised advice and support with appropriate engagement strategies.• Assist clients while at the service through brief therapeutic intervention and referral to suitable services.• Work with clients to create holistic and strength-based individualised support plans utilising SMART goals including referral to supplementary services as needed.• Respond to referrals of clients to the service from internal and external support services and conduct over the phone and formal face to face assessments of suitability for support.• Undertake initial assessment of clients, including all necessary paperwork and application forms.• Assist clients in the process of transition out of the service into independence or other services including developing the capacity to self-manage and access required supports independently.• May be required to take the lead in convening case conferences with key stakeholders as needed to minimise service duplication and create best outcomes.• Work with the Program Manager and other employees in addressing complex cases or emergency situations.	<ul style="list-style-type: none">• Activities which reduce risk and promote healing after a suicide attempt• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.• Support plans are created for all clients in line with Mission Australia best practice.• Ongoing support is provided for clients that meet their individual needs and situation.• Clients are supported while at the service and offered appropriate referral to other services.• Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.• Knowledge of local services and 'best practice' is shared with other team members.• They work in a collaborative partnership with caseworkers to develop appropriate engagement strategies for clients.• Services are viewed as accessible, and the overall proportion of clients accessing the service is increased.• Work in partnership with caseworkers to conduct home visits successfully with clients.• Risk assessments are conducted, and clients and workers are safe where necessary.• Provide group or individual training for clients to develop coping strategies
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<ul style="list-style-type: none"> • Work with team members to complete risk assessments where necessary. • Deliver single stream training programs which support the practical needs of the clients and contribute to the practical improvement and assessment of group programs under the direction of a senior employee. • May provide outreach services to clients. • Provide after hours on-call support as required and needed 	
<p>Key Result Area 2</p>	<p>Administration & Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Under general direct (with a higher degree of autonomy) proficiently undertake administrative skills including statistics, reports, referral letters, goal plans and data entry in relevant Client Management System, etc. • Ensure that all required internal and external client paperwork is completed and copies kept on file in line Mission Australia protocols. • In line with Mission, Australia protocols create and maintain client related paperwork including individualised client files. 	<ul style="list-style-type: none"> • Client files are created to the required standard and updated regularly. • All paperwork is completed and correct and kept as required. • Clients are provided with support to meet the individual’s needs. • All required reports are prepared correctly and on time. • All required administration tasks are completed accurately and in a timely manner.
<p>Key Result Area 3</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop strong internal relationships with clients and other employees to contribute to the effective functioning of the service and improved outcomes. • Develop strong partnerships and relationships with key external stakeholders including other service 	<ul style="list-style-type: none"> • Strong internal relationships are developed resulting in improved service functioning and service outcomes. • Strong external relationships result in effective interaction with service and appropriate referral of clients.



<p>providers, networking in partnership to education and employment as well as NGO networks.</p> <ul style="list-style-type: none"> • Provide expert advice to internal stakeholders on a range of complex and sensitive issues and assist others in the resolution of conflict. • Attend and participate in external meetings and case conference reviews as directed by the Program Manager. • Has a sound understanding of Mission Australia’s Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholder including client’s, their family/caregivers. • Develop projects that lead to increased capacity of communities to address issues surrounding suicide 	<ul style="list-style-type: none"> • External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed. • Contribute to the development of local community capacity to address identified issues • Promoting community strengths, resilience and capacity in suicide prevention • Promote local responses to suicide and other related issues within the community
<p>Key Result Area 4</p>	<p>Program Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Respond to referrals of clients to the service from internal and external support services. • Plan, coordinate and supervise the implementation of educational and/or development programs for clients. • Conduct quality audits of case files and practices to ensure high-quality service delivery. • Develop, promote and distribution of resource material aligned with the SPP • Increase the capacity of relevant workforces and community member to address issues surrounding suicide prevention; including but not limited to; Training, Professional Development, and Education 	<ul style="list-style-type: none"> • All referrals are responded to in a timely manner, and appropriate clients are selected for the program. • Shift tasks and client activities are addressed in a timely manner and to a high standard. • Employees and clients are supported across a program. Clients are supported based on best practice standards. • Caseloads are allocated in a fair and efficient fashion as directed by the Program Manager. • Service employees are supported to achieve high-quality interventions with positive outcomes from their caseloads. • Assistance is provided to client issues resulting in positive outcomes or issues resolution.



	<ul style="list-style-type: none">• All relevant and proper steps are taken to ensure that positive and sustainable outcomes are achieved.• Employees meet their performance targets and achieve sustainable client outcomes.• Employees meetings are conducted improving communication, performance and engagement.• Regular audits of files and practice are followed up with action plans and reviews.• Employees are encouraged to apply new solutions, ideas and methods in complex cases to promote continuous improvement.
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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

- Relevant university degree with relevant experience or other appropriate qualifications or experience acceptable to Mission Australia to perform the role.
- Alternatively, an Associate Diploma with substantial experience; qualifications in more than one discipline; skills sufficient to perform at this level which has been attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- Minimum 3 years' of working experience in Mental Health
- Demonstrated professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances.
- An understanding from combined lived experience and professional development about factors that support recovery and a proven ability to use this to positively support others on their recovery journey.
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders.
- Demonstrated ability to plan, coordinate and supervise the implementation of educational and/or development programs for clients, the local community and stakeholders.
- Highly developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.

Key challenges of the role

- Manage a range of tasks including those which fall outside of suicide prevention in order to provide the support required for clients within the service. In addition, managing a hectic atmosphere and confronting client issues.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
First Aid Certificate	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval



People Leader name

Approval date