

## Mission Australia

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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.

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## Position Details:

Position Title:	Housing and Tenancy Support Case Manager
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To support clients and other staff in the provision of welfare support, in particular the provision of services to face homelessness, tenancy risks and other related issues.

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**Position Requirements (What are the key activities for the role?)**

<b>Key Result Area 1</b>	<b>Client Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Respond to referrals of clients to the service from internal and external support services and conduct formal face-to-face assessments of suitability for support</li> <li>• Undertake initial registrations for clients, including all necessary paperwork and application forms</li> <li>• Induct clients into the service including the property, facilities and regulations</li> <li>• Work with clients to create individualised support plans including referral to supplementary services as needed</li> <li>• Provide intensive ongoing case</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals are responded to and appropriate clients are selected for the program</li> <li>• Thorough registrations are conducted and all required paperwork is completed and put on file</li> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities</li> <li>• Support plans are created for all clients in line with Mission Australia best practice</li> <li>• Ongoing support is provided for clients that meets their individual needs and situation</li> <li>• Clients are supported whilst at the</li> </ul>
<p>management sessions (formal and informal) with clients and review progression against case plans and provide informal counselling as required</p> <ul style="list-style-type: none"> <li>• Assist clients whilst at the service through brief intervention and referral to suitable services</li> <li>• Conduct group case management sessions for clients where necessary and appropriate</li> <li>• Assist client in the process of transition into independent unsupported Tenancy</li> </ul>	<p>service and offered appropriate referral to other services</p> <ul style="list-style-type: none"> <li>• Group sessions are conducted for clients as appropriate</li> </ul>
<b>Key Result Area 2</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>

<ul style="list-style-type: none"> <li>• Create and update individualised case management files for all clients in line with Mission Australia protocols</li> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file</li> <li>• Ensure that all client details are recorded in MA Connect within 24 four hours or the next business day</li> <li>• Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally</li> <li>• Complete a range of internal and external reports relation to clients including case management statistics, feedback summaries and yearly outcomes reports</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly</li> <li>• All paperwork is completed and correct and kept as required</li> <li>• MA Connect are up to date within a 24 hour period or the next business day</li> <li>• Clients are provided with practical case management support to meet the individual needs</li> <li>• All required reports are prepared correctly and on time</li> <li>• All required administration tasks are completed accurately and in a timely manner</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 strong internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes</li> <li>• Develop strong relationships with key external stakeholders including existing Mission Australia programs, other service providers, community service workers and government agencies to assist in the receipt of information and referral of clients</li> </ul>	<ul style="list-style-type: none"> <li>• Strong internal relationships are developed resulting in improved service functioning and service outcomes</li> <li>• Strong external relationships result in effective interaction with service and appropriate referral of clients</li> </ul>

## 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**

- A Degree or Diploma in Community Services
- A Degree or Diploma in a related field – AOD, Mental Health or Social Sciences • A minimum of three years’ experience in a similar role

### **Key challenges of the role**

- The ability to work with clients who are facing challenging and multiple barriers to tenancy

### **Compliance checks required**

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|--------------------------------|-------------------------------------|
| <b>Working with Children</b>   | <input checked="" type="checkbox"/> |
| <b>National Police Check</b>   | <input checked="" type="checkbox"/> |
| <b>Vulnerable People Check</b> | <input type="checkbox"/>            |
| <b>Drivers Licence</b>         | <input checked="" type="checkbox"/> |
| <b>Other (prescribe)</b>       | <input type="checkbox"/>            |

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## **Approval**

**Manager name** Sharon Wilson

**Approval date** 24/03/2021

