

Job Title	Case Worker
Responsible to	Program Manager
Responsible for	Providing assistance to clients in the provision of welfare support services.
Founding Purpose	<p>“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)</p> <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p>
Vision	<p><i>Pathways for life</i></p> <p>Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.</p>
Organizations’ Core Values:	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	<p>Walking alongside those in need, we help people discover:</p> <ul style="list-style-type: none"><li>• Pathways to strong families and healthy, happy children</li><li>• Pathways through a successful youth</li><li>• Pathways away from homelessness</li><li>• Pathways for life and work ready skills</li><li>• Pathways to sustainable employment</li></ul>
Position Purpose	To support clients in the provision of welfare support, in particular the provision of services to face homelessness and other related issues.
Key Challenges	The ability to manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within the service.

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| Key Results Area | <ul style="list-style-type: none"> <li>• Client Support / Intake and Assessment</li> <li>• Program Support</li> <li>• Administration</li> </ul> |
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### A. Organization Chart (What are the key reporting relationships for the role?)

Program Manager



Case worker

### B. Job Requirement (What are the key activities for the role?)

Key Result Area 1	Client Support / Intake and Assessment
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> <li>• Monitor the transitional housing facilities to ensure that all aspects of property are maintained and address any areas that need attention.</li> <li>• Provide or source relief support, referral and information to appropriate clients who do not require ongoing case management from the service.</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, financials and regulations.</li> <li>• Work with all client levels to create individualized support plans including referral to supplementary services as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Facilities are well maintained and issues recorded and reported to Community Housing provider</li> <li>• Client is supported and relevant inform is given to client. • Clients requiring one-off support are provided information and referred to external services as appropriate.</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</li> </ul>

- Provide ongoing case management sessions with clients and review progression against case plans regularly and provide informal counselling as required.
- Assist clients in the process of transition out of the service into independence or other services.
- Actively engage clients residing in transitional properties in Case management ensure positive outcomes are met
- their rights and responsibilities.
- Support plans are created for all clients in line with Mission Australia best practice.
- Ongoing support is provided that meets the individual needs and situation of the client.
- Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.

### Key Result Area 2

### Program Support

#### Key Tasks

#### Job Holder is successful when

- Actively participate in the sourcing of referral services to meet the needs of clients and establishing referral pathways that will assist clients at risk of becoming homeless to maintain their tenancy.
- Build a portfolio of relevant information that can be furnished to clients relevant to their need, i.e. Parenting courses and information, employment and training opportunities and information, financial counselling services and information etc.
- Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums and meetings, training and development of staff.
- Effective relationships are built and maintained with key organisations and services that can meet the needs of clients and formal and informal referral pathways are established to assist clients to maintain their tenancy.
- Client's requiring one-off support obtains appropriate information to assist them to maintain their tenancy.
- Active contribution is made to the development of the program including participation in staff training and development.

### Key Result Area 3

### Administration

#### Key Tasks

#### Job Holder is successful when

- Create and update individualized case management files for all clients in line with Mission Australia protocols.
- 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
- Case management files are created in required standard and updated regularly.
- All paperwork is completed, correct and kept as per Mission Australia guidelines.

- the program including risk assessments, monthly reports etc.
- Complete a range of other administrative duties for the efficient running of the service including statistics, referral letters, goals plans etc.
- All required reports are prepared correct and on time.
- All required administration tasks are completed accurately and in a timely manner.

## C. Purpose and Values Requirements

### Core Area Responsibility

### Purpose and Values

#### Key Tasks

- 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.);
- Maintain a safe working environment for yourself and others in the workplace;
- Ensure required 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;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia's Reconciliation Action Plan.

## D. Recruitment information

### Competencies

- Client Support

- Values Alignment
- Organisational awareness

### Experience and Qualifications

- 2 year Diploma in Social Welfare (or higher) or relevant industry experience
- Senior First Aid Certificate

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## E. Approval

Manager's Name:

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Approval Date:

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