

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	Case Manager
Classification:	Community Services Employee
Level:	Level 4
Program:	Youth and Family Alcohol and other Drugs Support Program (YAFAODS)
Reports to:	Program Manager
Position Purpose:	To support clients and other employees in the provision of support 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

#### Key tasks

- May be required to provide intensive ongoing person-centred case management (formal and informal) in line with MA's National Case Management Approach, with complex clients and review progression against case plan.

### Client Support

#### Position holder is successful when

- All referrals are responded to, and appropriate clients are selected for the program.

- May be required to provide, evidence-informed case management sessions with clients that are sensitive and responsive to, the cultural strengths and needs of each client.
- As required provide specialise case management (formal and informal) in line with MA's National Case Management Approach and Work collaboratively with internal 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 registrations for clients, including all necessary paperwork and application forms.
- Induct clients into the service including the property, facilities, financials and regulations.
- 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.
- Conduct group case management sessions for clients where necessary and appropriate, such as living skills, budgeting etc.
- May be required to take the lead in convening case conferences with key stakeholders as needed to minimise service duplication and create best outcomes.
- Assist Program Manager and other employees in addressing complex cases or emergency situations.
- 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
- Thorough registrations are conducted, and all required paperwork is completed and put on file.
- 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.
- Group sessions are conducted for clients as appropriate.
- 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.
- Risk assessments are conducted, and clients and workers are safe where necessary.

assessment of group programs under the direction of a senior employee.

- As required undertake community-based activities in line with contractual funding requirements, that aim to benefit clients and the community.
- May provide outreach services to clients.

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## Key Result Area 2

### Key tasks

- Under general direction proficiently undertake administrative skills including statistics, reports, referral letters, and 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 inline Mission Australia protocols.
- Complete a range of administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans etc.
- In line with Mission, Australia protocols create and maintain client related paperwork including individualised case management files.

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## Key Result Area 3

### Key tasks

- Build and maintain positive internal and external relationships, with the ability to adapt communication style to resolve conflict including community, government non-government services, Indigenous organisations, client's, and their family/caregivers etc.
- Participate actively in relevant network meetings.
- Provide specialist advice and share knowledge of local networks and 'best practice' with other team member's lower level employees including coaching and mentoring.

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## Key Result Area 4

### Key tasks

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## Administration & Compliance

### Position holder is successful when

- Case management files are created to the required standard and updated regularly.
- All paperwork is completed and correct and kept as required.
- Clients are provided with practical case management 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.

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## Relationship Management

### Position holder is successful when

- Mutually respectful relationships facilitate a positive team culture.
- Up to date knowledge of local community services facilitates active referral pathways into and out of the service.
- All relevant internal and external stakeholders are actively engaged with'
- Actively participates and professionally represents in relevant meetings and networks.
- Knowledge of local networks and 'best practice' is shared with other team members.

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## Program Support

### Position holder is successful when

- As directed exercise initiative and judgement in undertaking a range of program support activities including the completion of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcomes reports.
- Identify potential improvements in service provision to participants, and participate in and implement all quality program activities within the service to ensure compliance with service standards.
- Appropriate notes are kept for all clients in line with required MA and external standards.
- Active participation is made to program improvement meetings.
- Active participation in quality program activities
- Active participation training and supervision.
- Effective cover is provided across the program at all times including providing relief duties when needed.

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### Key Result Area 5

#### Key tasks

- As required oversee the induction of employees ensuring the new employees Induction Checklist is completed within the first month of employment.
- Support employees to maintain accurate and concise written records, including forms required for the maintenance of information systems.
- May have oversight of employees or volunteers and acts as the 'go to' person when the People Manager is not available.
- Written records are accurate, concise and completed in a timely manner.

### Employee Support

#### Position holder is successful when

- Clients are well supervised, cared for and developed at all times.
- Employees are supported in their roles and are given timely feedback in all cases.
- Input into employee's performance reviews are up to date, and ongoing development opportunities are provided for employees.
- Induction of new employees is completed in compliance with MA policy.
- Clients comply with internal and external regulations with minimal non-compliance maintained.
- Written records are accurate, concise and completed in a timely manner.

## 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 degree with at least 1 years' experience (e.g. relevant four-year degree with at least 1 years' experience or relevant three-year degree with two years of relevant experience).
- Alternatively, employee may hold an associate diploma with relevant experience, a less formal qualification with substantial years of relevant experience or equivalent expertise gained through previous industry experience.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex client.
- 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.
- Well-developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.
- 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.

**Key challenges of the role**

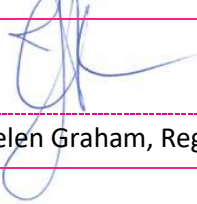
- Manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within the service. In addition, managing a hectic atmosphere and confronting client issues.
- The provision of support may require liaison with geographically dispersed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

**Compliance checks required**

- Working with Children
- National Police Check
- Vulnerable People Check
- Drivers Licence
- First Aid Certificate
- Other (prescribe)  \_\_\_\_\_

**Approval**

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<b>People Leader name</b>		<b>Approval date</b>	30/09/20
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	Helen Graham, Regional Leader		

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