

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</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:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Youth and Family Worker
Executive Function:	Community Services
Award/Agreement:	Mission Australia Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 4
Business Unit/Program:	Assisting Students and Parents (ASAP) Caboolture
Reports to:	Program Manager
Position purpose:	<p>The ASAP Youth and Family Worker provides flexible case management to clients in locations accessible to the client, including schools, community settings and family homes. Working collaboratively to develop a Support Plan with the client, the worker aims to maintain participation in education or vocational settings, enable improved family relationships, and engagement in the community.</p> <p>ASAP is a community-based program supporting young people who are experiencing or at risk of disengaging from educational and vocational settings in Caboolture and surrounding suburbs.</p>

Position requirements (What are the key activities for the role?)

<p>Key Result Area 1</p>	<p>Child and Youth Safe Practice</p>
<p>Key tasks</p> <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. 	<p>Position holder is successful when</p> <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.
<p>Key Result Area 2</p>	<p>Client Support</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Provide person-centred case management support for clients in line with MA's National Case Management Approach. • Respond to client referrals and conduct over-the-phone and formal face-to-face assessments of suitability for support. • Undertake intake processes for clients, including provision of information about the service, client rights and responsibilities and consent forms as outlined in the Operations Manual. • Work with clients to complete Client Well-Being Survey and other assessments as outlined in the Operations Manual. • Work with clients to create individualised goal orientated support plans that are SMART (MA National Case Management Approach), including referral to supplementary services as needed. • Provide case management support at a safe location that is best suited for client engagement. • Regularly review progression against Support Plan goals with the client and supervisor. • Provide brief informal counselling to support engagement and progress on Support Plan goals. These might include motivational interviewing, skills training, problem solving, psycho education and relaxation strategies. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Case management is evidence-informed and is sensitive and responsive to the cultural needs and strengths of each client. • All referrals are responded to in a timely manner and appropriate clients are selected for the program. • Thorough intake processes are conducted, and all required paperwork is completed and uploaded onto MA Connect, including a signed Reconnect consent form. • Offer the Wellbeing Survey to all clients and seek to ensure at least 50% of referred clients participate. • MA Complaints, Compliments and Feedback Brochure is provided to the client. • Support plans are entered into MA connect for all clients as outlined using SMART goals. • Clients are supported in the achievement of goals. • Appropriate support services are identified using a 'service navigator' approach to support referral and connection. • Clients are assisted to independently engage with other support services as outlined in the Support Plan. • Support letters are provided to enable access to support and services where necessary. • Brokerage support is provided where needed in a manner consistent with brokerage guidelines. • Clients are enabled to improve family relationships.

<ul style="list-style-type: none"> • Assist clients to access and transition to other supports as agreed in the Support Plan. • Actively advocate for clients with other services and government agencies where necessary and assist attendance at appointments including transport to and from support services to facilitate independent engagement. • Conduct group case management sessions or group work programs for clients where necessary and appropriate such as living skills, budgeting skills and emotional regulation. • Work in a manner consistent with MA Worker Health and Safety requirements. • Be alert to changing dynamics for the young person and respond in accordance with service guidelines to any safety issues for the young people and their family. • Participate in service evaluations and reviews as part of continual improvement processes. 	<ul style="list-style-type: none"> • Clients are enabled to maintain engagement with education and employment opportunities. • When young people exit the service, they feel 'better equipped' to engage independently with supports independently. • Group sessions such as RAGE, Feeling Fantastic and respectful relationships are offered to clients and potential clients. • Clients experience improved self-regulation and coping skills through mentoring and informal counselling. • Client's achievements are celebrated throughout their time with the service. • Workers respond to events in accordance with the Recognising and Responding to Risk of Harm – Children and Young People policy, reporting to their people leader and recording the event correctly in Riskware. • Service evaluations are completed in accordance with MA processes.
<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"> • Support a strong internal team culture where respectful relationships, information and resource sharing contribute to the effective functioning of the service. • Develop professional relationships with high schools in the service area, work in collaboration with school student support teams and provide support to students and educational programs on school campus. • Develop strong relationships with key external stakeholders including other service providers, community service workers and government agencies to assist in the referral of clients. • Attend and participate in external meetings and case conference reviews where relevant. • Build culturally safe relationships with Aboriginal and Torres Strait Islander communities and relevant services. • Participate actively in community network meetings relevant to the service to raise awareness of our client group and promote awareness of MA services. 	<ul style="list-style-type: none"> • Strong internal relationships are developed resulting in improved service functioning and service outcomes. • Support MOU agreement process with schools to enable partnership. • Strong external relationships result in effective interaction with service and appropriate referral of clients. • External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed. • Effective culturally safe relationships are developed with Aboriginal and Torres Strait Islander communities and services. • A positive contribution is made to community network meetings.

<p>Key Result Area 4</p>	<p>Program Support</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Contribute to the effective functioning and development of the program through involvement in team meetings, staff training, and team development activities. • Undertake community capacity building and action research projects. • Develop flexible alternate programs to suit the needs of each client. • Source, develop or tailor programs to support the needs of clients or groups of clients in the program. For example, the 'Tenancy Skills Workshops' and setting up a Wellbeing Group. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Worker actively contributes to the development of the program including participation in team meetings, staff training, and team development activities. • Worker runs, supports or participate in community capacity building project including awareness raising events. • Support or participation in action research projects is provided to identify innovative ways of meeting client needs such as the use of mobile technology. • A contribution is made towards tailoring programs to the client group.
<p>Key Result Area 5</p>	<p>Administration and Compliance</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Create and update individualised case management files for all clients in line with Mission Australia protocols. • Ensure that all required internal and external client paperwork and or electronic records are completed, and copies kept on file in accordance with MA record keeping policies. • Conduct impact measurement with clients and complete allocated quality program activities. • Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcomes reports. • Abide by workplace health and safety procedures at all times and ensure risk assessments are conducted for all clients. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All paperwork and electronic files are completed accurately. • Impact measurement and quality program activities are completed and correct and on time. • All required reports are prepared correct and on time. • Workplace health and safety procedures are adhered to at all times and risk assessments are completed for all clients and the risk regularly reviewed.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

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 (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary qualifications (e.g. Community Services, Social Work, Behavioural Sciences or another human services-related field).
- Demonstrated ability to provide specialised or complex therapeutic interventions for young people and manage a caseload of complex clients.
- Knowledge and understanding of Child Protection legislation and child protective concerns.
- Demonstrated crisis, case management, referral, and advocacy skills.
- Strong listening and engagement skills including the ability to build and maintain relationships with clients and other internal and external stakeholders.
- Strong written communication skills and the ability to present information and case notes clearly and concisely.
- Strong organisational skills and the ability to manage time effectively.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- A positive team player who looks for ways to improve current work practices and processes.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- The ability to maintain resilience and manage personal development, self-awareness and own wellness.

Key challenges of the role

- The ability to support young people experiencing a range of challenging and complex issues and ability to engage with parents and/or carers.
- Effective time management to manage a case load and additional program activities as required.
- The ability to work out of varying sites/locations as required.

Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval Madeleine Flaherty, Program Manager

31 August 2023

Manager name

Approval date