

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:	Youth Engagement Officer (AOD)
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To work specifically with 'at risk' youth who are engaged with BHPB partner agencies and are at risk of leaving school due to their drug use. To provide effective case management, face to face drug and alcohol counseling and engagement activities with these young people, and create pathways that lead back to engagement in a form of education.

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"> Respond to referrals to the service, and conduct thorough assessments using strengths based approach of potential clients assessing their eligibility and support needs and establish a case plan with the client and the other relevant stakeholders. Provide individual counseling to clients. Contribute to the development and facilitation of group sessions to meet the needs of the service, clients and the local community in consultation with the Program Manager. 	<ul style="list-style-type: none"> Referrals are responded to in a timely manner and in line with service guidelines and assessments are completed within timeframes Support is provided for clients in accordance with the Mission Australia Case Management framework, with positive results and quality outcomes. Develop and regularly review case plans to help clients overcome barriers. Group sessions are conducted with a professional and well-structured

<ul style="list-style-type: none"> • Develop, implement and review individualized case plans for each client, addressing issues as interpersonal skills, resilience building, health, education, training, employment options, social skills, recreational needs and family relationships. • Promote and support service activities in accordance with inclusive and client-centered practice principles. • Establish record, monitor and review each person's progress, in consultation with Program Manager, Clinical Facilitator and Area Manager. • Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients. 	<p>approach, with quality outcomes for clients involved.</p> <ul style="list-style-type: none"> • Programs reflect individual needs, abilities, culture and diverse interests. • Client data is maintained. • Using evidence based practice and outcomes measurement and participating in service evaluation. • Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients.
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Key Result Area 2 – Specialist Advice – Within the area related to Youth Specific Services

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide specialist advice and support for other Community Services staff in the management of youth related cases and development of management plans. • Provide specialist advice and input to service evaluations and reviews to ensure continuous quality improvement and promotion of best practice. 	<ul style="list-style-type: none"> • Proactive quality advice and support is offered to CS staff in a timely manner, with demonstrated improvement in the approach to youth issues. • Input is made to service development planning and implementation.

Key Result Area 3 – Program Support

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Participate in the development and implementation of an annual service plan and continuous quality improvement (CQI) principles and work within the WANADA Quality Framework. • Maintain and submit relevant documentation in accordance with deadlines. • Contribute to the achievements of agreed program capacity benchmarks. 	<ul style="list-style-type: none"> • Participating in orientation and induction process; has developed an understanding of organisational policy and procedures; maintains professional integrity, demeanor and appearance. • Allocated activities are completed within timeframes. • Documentation is maintained in compliance with funding body requirements, Mission Australia and

<ul style="list-style-type: none"> • Develop strong and ongoing relationships and work in partnership with co-workers and other agencies/professionals within a collaborative framework that are based on principles of effective communication, mutual respect and trust. • Develop a safe working environment for yourself, colleagues, clients and visitors by applying Work Health and Safety principles and the implementation of safe work practices. • Participate in planning and preparation for the service budget. • Contribute to the ongoing development of the service through actively sourcing and recommending relevant equipment acquisition. 	<p>program policy and procedures.</p> <ul style="list-style-type: none"> • Benchmarks are met in regards to initial planning meetings, case load, individual sessions, group provision, and program policy and procedures. • Active contribution is made to staff and team meetings and informal discussions are initiated with other staff and Service Manager. • WHS orientation is completed on time; participation in mandatory and other relevant in-service (internal & external) training is maintained. • Contribution is made to financial planning. • Relevant equipment and needs of area of service are sourced.
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Key Result Area 4 – Administration and Compliance

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Document clear and concise records including statistics and outcomes and submit reports where required. Maintain a working log of all contacts with clients, families and support services. • Manage and administer a number of cases/tasks in a coordinated, efficient and timely manner. • Comply with Mission Australia policy & procedures in relation to the use of program funds. • Ensure all program funds have the required approval before purchasing goods and services. • Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and OHS. • Maintain up to date, non-judgmental and complete client files, case notes and reports. • Participate in all required professional assessment and development programs to ensure required professional standing is 	<ul style="list-style-type: none"> • Administrative tasks, case notes and case planning are kept up to date, with successful audits in all cases. • The coordinator is provided with client statistics monthly. • SIMS data is regularly updated. • Usage of brokerage to purchase appropriate client related materials. • Retained copies of client expenses located in the client file. • All paperwork is completed and correct and kept as required. • Approval is gained from Team Leader or coordinator before purchasing goods. • Professional standing is upheld and all relevant development activities are completed.

upheld.	
Key Result Area 5 – Prevention and Promotion	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Influences and promotes the adoption of evidence-based AOD-related policy and practice within the community that prevents and reduces harmful use of AOD and related harm. • Ensures evidence based/best practice approaches to local initiatives to address prevention of AOD issues. • Leads and manages the implementation and monitoring of evidence based AOD prevention strategies. • Provides representation on committees and working parties, as required. • Apply cultural competency and political sensitivity when undertaking all prevention work to ensure support, and where appropriate, active engagement is facilitated from relevant local groups. 	<ul style="list-style-type: none"> • Promotion and adoption of evidence based AOD policy and practice within the community. Reduction of AOD related harm. • Best practice and evidence based approaches are used locally. • The implementation of evidenced based AOD prevention strategies. • Mission Australia and the Pilbara Alcohol and Other Drugs Service are represented as needed in a professional and effective manner. • Cultural and political sensitivity is demonstrated, support and engagement from local groups is achieved.

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

- Tertiary qualifications in Youth Work, community services, social work or working toward.
- Experience in working with young clients dealing with issues including homelessness, poverty, abuse, mental health and the use and misuse of alcohol and other drugs, and knowledge of support services available to address these issues in a Western Australian.
- Experience in counselling young people to change risk taking behaviour.
- Ability to develop and maintain community stakeholder relationships.
- Good communication skills.
- Case management and support planning.
- Senior First Aid Certificate or willingness to obtain.
- Current Driver's License.
- Working with Children Check.
- National Police Clearance.

Key challenges of the role

- Providing information on the service to young people, families and agencies.
- Conducting a thorough motivational assessment of the clients' issues and needs.
- Creating pathways that lead back to school/training/education.

Compliance checks required

- Working with Children ☐
- National Police Check ☐
- Drivers Licence ☐

Approval

Manager name

Approval date