

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:	Guide - Youth and Family Worker (Youth Crime Prevention Program)
Division:	Service Delivery
Reports to:	Program Manager Community Services
Position Purpose:	<p>The Youth Crime Prevention Program is expected to achieve a reduction in offending behaviour and recidivism among project participants by:</p> <ul style="list-style-type: none">• decreasing known crime-related risk factors and increasing protective factors;• achieving sustained improvement in engagement in school, training and/or employment; and• increasing connectedness with the community. <p>This is a dynamic role that provides intensive therapeutic case work to young people, some family work as well as group based interventions. The role is to act as a key "GUIDE" to a small case load of young people via establishing trust and rapport; developing an individually tailored support plan to reduce risks related to offending and antisocial behaviour and build resilience. Some after-hours work will be required to meet the needs of young people and families. The role of the Guide is to be practical, useful and tenacious; with the ultimate purpose of helping young people to achieve a positive pro-social identity, reduce their offending and achieve a sense of belonging and connectedness in their communities. To do this, Guides will need to think outside of the square. The YCPP team will be led by a Partnership Manager who will create an authorising environment for innovation and who will encourage the Guides will be creative in how, when and where young people are engaged and supported.</p> <p>Development and maintenance of external professional relationships and partnerships is key in order to negotiate outcomes for clients and their families in areas such as Statutory Services, Education, Employment, Legal services, etc.</p>

Position Requirements

Key Result Area 1	Service Delivery & Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Use a range of modalities to build rapport and enhance retention of young people in the program including assertive follow up, home visits, recreation activities, group programs and after hours support • Manage a small case load, providing intensive long-term therapeutic case work and service co-ordination to young people and their families • Conduct comprehensive, holistic, family sensitive and strength based assessments which inform care plans that address presenting needs such as housing, health, safety, education, employment and social activities • Provide therapeutic interventions aligned to care plans that address presenting criminogenic risk factors and strengthen protective factors. • Actively support and encourage program participants to develop links with other services and/or communities, including comprehensive exit planning • Provision of support and information to young people and their families about issues which are impacting on their wellbeing and which negatively impact on their ability to remain engaged in school, employment or other constructive activities • Provide practical and useful crisis responses to young people and families where appropriate • Advocate on behalf of young people, in particular with stakeholders within the 	<ul style="list-style-type: none"> • Strong rapport is developed with each young person, resulting in increased engagement and retention in the program. • Young people and their families receive intensive therapeutic interventions, care planning and are supported to improve links with communities and specialist service support. • All program participants have an individually tailored support plan informed by a comprehensive and holistic assessment. Support plans are reviewed and updated regularly. • Criminogenic risk factors are reduced and protective factors are strengthened through the provision of therapeutic interventions. • Program participants have developed knowledge, and confidence to access other services and/or communities post exit from the program. • Young people and their families are better equipped to identify issues impacting their wellbeing. Young people are supported to re-engage and remain engaged in education, training, employment and other constructive activities. • Practical supports are provided to young people to increase their participation in the program such as transport, access to material aid etc. • Support young people to engage positively with complex legal processes including

<p>justice sector</p> <ul style="list-style-type: none"> • Monitor the health and wellbeing of young people and provide or coordinate appropriate support responses as required • Facilitate the development of basic life skills for young people • Model appropriate behaviour and facilitate positive communication between young people, their families and other community services • Provide culturally meaningful and effective service responses to young people, their peers and their families. • Facilitate groups for young people as required that align with the Youth Crime Prevention grant objectives in consultation with the consortium or other service providers such as education; universal youth services; other regional programs and initiatives within and external to Mission Australia. • Participate in the delivery of the Empower Youth Program in partnership with YSAS. • Utility of ERIC (emotional regulation and impulse control) techniques to address offending and antisocial behaviour • Undertake other duties as reasonably directed by the Manager from time to time, and which are consistent with your position. 	<p>liaising with legal practitioners and supporting young people at court or through justice orders. Engage with young people in custodial settings where appropriate</p> <ul style="list-style-type: none"> • Indicators of young people's declining health and wellbeing are identified early with appropriate interventions implemented. • Young people's life skills are developed through individual and/or group support • Promote a safe and friendly environment in order to facilitate positive communication between young people and other community networks. • Service responses are mindful of the young person's unique cultural background and experience of life in the City of Greater Dandenong. • Facilitation of group work is meaningful and purposeful to the needs to the young people and achieves the objectives of the Youth Crime Prevention program. • Participate and facilitate regular afterhours and weekend work • Strong knowledge and practical skills developed in the use of ERIC, which are addressing offending and antisocial behaviour. • Other duties are undertaken effectively and efficiently.
Key Result Area 2	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and maintain referral networks and pathways with stakeholders (police, courts, legal services, family services, schools, education/ skills providers etc.) • Demonstrate professional and ethical communication with all stakeholders and attend relevant stakeholder meetings as 	<ul style="list-style-type: none"> • Effective formal/informal referral networks are established and maintained resulting in improved pathways for young people. • On every occasion Mission Australia is represented ethically and professionally.

<p>required</p> <ul style="list-style-type: none"> Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination; this will include other initiatives and programs in the SMR such as the Victorian Government Social Cohesion project, Empower Youth, and others to be determined Articulate YCP model (ie resilience based case work) with relevant stakeholders 	<ul style="list-style-type: none"> Formal/informal networks are established and maintained to achieve client focused goals and minimise potential for service duplication. Relevant stakeholders are well-informed of the Dandenong Youth Crime Prevention model.
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Ensure client files and data base are up-to-date, accurate and meet both organisational and legislative requirements. Ensure incident reports are completed in a timely manner and meet organisational procedures Adhere to all relevant internal and external policies and procedures, including statutory and contractual requirements, including petty cash and client brokerage procedures. Prepare client related reports as required Participate in regular supervision with Manager. 	<ul style="list-style-type: none"> Client data is accurate and kept up to date at all times. All incident reports are completed accurately and in line with contractual and organisational requirements. Internal and external policies, procedures, legislative and contractual requirements are adhered to at all times. Reports are completed to a high standard Actively and respectfully participates in regular supervision.
Key Result Area 4	Service Development and Evaluation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Contribute to the development and maintenance of an innovative service delivery model for young people. Comply with all evaluation requirements as directed by the Crime Statistics Agency (per the funding agreement) Where possible include young people in the evaluation of the service. Client feedback processes are implemented and reviewed regularly 	<ul style="list-style-type: none"> Commitment to the best Interests of Young People and the program. Through effective collaboration with the Crime Statistics Agency, all program evaluation requirements are adhered to Mission Australia's Client Voice framework principles are implemented in the involvement of young people in the program's evaluation and in obtaining client feedback

<ul style="list-style-type: none"> Contribute to the effective functioning and development of the service through involvement in interagency meetings, participation in the Community of Practice, consortium meetings and staff development 	<ul style="list-style-type: none"> Participates in staff training and development, team/consortium discussions and relevant forums with consequent development of the program. Program improvement is tabled in supervision and with the Community of Support
Key Result Area 5	Continuous Improvement & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Contribute to continuous quality improvement in relation to service delivery. Ensure all work complies with relevant legislation/regulations, Mission Australia's policies and procedures and other relevant compliance requirements Collaborate with other support services and community based activities to integrate support and provide optimal service provision. Ensure incident reports are timely and meet organisational procedures and Departmental requirements 	<ul style="list-style-type: none"> Undertake relevant activities through Mission Australia's Quality Program as required by the Manager. Relevant internal and external policies and procedures, legislative, statutory and contractual requirement are adhered to at all times. Strong, effective and consultative working relationships are developed resulting in improved service functioning and outcomes for young people. Incident reports are completed in line with Mission Australia's policies and procedures.

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.

- 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 qualifications in Youth Work, Justice, Social Work, Community Services or related discipline.
- Extensive expertise and experience in working with complex young people who are frequent offenders and their families.
- Well organised, with a proven ability to manage competing priorities and deadlines
- Excellent written and communication skills, as well as highly developed interpersonal, coaching and consultative skills.
- Strong analytical thinking and problem solving skills and ability to deliver innovative solutions.
- A team player and able to work collaboratively
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.

Key Selection Criteria

- Highly developed engagement and communication skills with young people who are experiencing multiple and complex social disadvantages (especially criminogenic needs) and a demonstrated ability to motivate them to develop and achieve their goals.
- Ability to assess (health and well-being, risk situations) and to formulate and implement case plans based on evidence and aligned to Resilience based practice.
- Superior ability to work within the court and justice system to achieve positive outcomes and diversions for young people. Additionally a demonstrated superior ability to engage families into a positive support role for their children who are involved in complex legal processes.
- Demonstrated superior ability to negotiate and advocate for individual clients (and / or their families) with external agencies and other professionals to achieve practical and meaningful outcomes which support positive pro-social pathways for young people
- A demonstrated ability and experience of working in group settings with young people and an ability to work in situations that require risk monitoring and the capacity to work with challenging behaviours from young people
- A demonstrated understanding of contemporary global geo-political events and history which impact on people from new and emerging communities who reside in Dandenong including a contemporary understanding of the needs of existing vulnerable communities.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Current First Aid (Level 2)	<input checked="" type="checkbox"/>

Approval

Aileen Lacey (Area Manager – Victoria)

25/08/2017