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| **Job Title:** | **Grandparents Raising Grandchildren Support Worker** |
| **Responsible To:** | Program Manager |
| **Responsible For:** | Providing support and assistance to families through case management and complimentary services. |
| **Founding Purpose** | *“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)*  Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God. |
| **Vision** | *Pathways for life*  Our vision is to see a fairer Australia by enabling people in need find pathways to a better life |
| **Organizations’ Core Values** | Compassion Integrity Respect Perseverance Celebration |
| **Organisation Mission** | Walking alongside those in need, we help people discover:   * *Pathways to strong families and healthy, happy children* * *Pathways through a successful youth* * *Pathways away from homelessness* * *Pathways for life and work ready skills* * *Pathways to sustainable employment* |
| **Position Purpose:** | To support families through an holistic approach |
| **Key Challenges** | Working with families who are experiencing vulnerabilities |
| **Key Result Areas** | Client Support  Program Support  Administration  Learning and Development  WHS & CQI |

1. ORGANISATION CHART (What are the key reporting relationships for the role?)
2. JOB REQUIREMENTS (What are the key activities for the role?)

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| Key Result Area 1 | Client Support | |
| Key Tasks: | | Job holder is successful when: |
| * Facilitate Support groups in Ulladulla and Nowra. * Working with families in a strength-based approach in order to reduce and prevent social isolation in families * Provide problem management and offer support to clients working through personal crisis which may involve child sexual, physical or emotional abuse, mental health issues, alcohol and other drug issues, domestic violence and other related situations. * To assist and encourage families to develop the necessary skills to make informed decisions. * Support the development of self-advocacy skills amongst individuals. With consent, advocate on behalf of family/individual. * Facilitate and participate in case conferences with other relevant services. * Support Homework Club * Provide Holiday programs and Youth activities. * Provide Advice and support for clients | | * Support groups are well attended * All referrals are responded to and appropriate clients are assessed and supported in the program. * Developing an individual support plan and utilising other services for referral. * Families are participating in the program and working with case managers on individual support plans. * Families are developing or have developed skills in advocating for themselves. * Working with other services for positive outcomes for clients. * Homework Club is well attended. * Families feel well supported. * Families have knowledge of local services and their entitlements. |

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| **Key Result Area 2** | **Program Support** | |
| Key Tasks: | | Job holder is successful when: |
| * Working in conjunction with MA and other relevant services in the promotion of the program. * Participate in direct supervision with Program Manager and various Case Worker meetings to discuss the clients and the program. * Fulfill mandatory reporting requirements as per FACS policies. | | * Staff attend relevant meetings, and promotional activities. * Staff are working in conjunction with Program Manager to ensure both staff and clients are supported. * Staff are confident and resourced in how to report to the FACS Helpline. |

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| **Key Result Area 3** | **Administration** | |
| Key Tasks: | | Job holder is successful when: |
| * Attend regular staff meetings, both for program and for office. * Maintain and monitor all relevant documentation in accordance to MA policy. * Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance to MA policy. * Work in conjunction with administration team in regards to finances, invoicing and other financial obligations. * Undertake other duties as reasonably requested by the Program Manager or Regional Leader. | | * Staff are attending meetings. * Staff are confident in completing relevant paperwork. * Staff are submitting relevant documentation. * Staff are trained and working in accordance with these guidelines. * Staffs are communicating effectively with the administration team in regards to their needs. |

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| **Key Result Area 4** | **Learning and Development** | |
| Key Tasks: | | Job holder is successful when: |
| * Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships. * Participate in Mission Australia’s Performance Management System. * Actively seek/participate in job related professional training. | | * Actively participate and attend courses available. * Actively participate and complete all online learning modules. * Increased knowledge and skills required. |

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| **Key Result Area 5** | **Workplace Health & Safety & Continuous Quality Improvement** | |
| Key Tasks: | | Job holder is successful when: |
| * Perform duties in accordance with Mission Australia WHS policies and procedures. Participate in education and training programs designed to advance employee knowledge and awareness levels. * Report all incidents and accidents to the Program Manager and fully document each utilizing the Mission Australia online incident reporting tool Safe@heart, within 12 hours of occurrence. * Use plant and equipment in accordance with training and manufacturer’s directions. Report any faulty or damaged equipment to supervisors. Where necessary, isolate faulty or damaged equipment from further service. * Use appropriate personal protective clothing and equipment where required. * Work within MA Continuous Quality Improvement (CQI) and WHS guidelines. * Comply with return to work programs, including returning to work on suitable duties. * Seek information and advice where necessary before carrying out new or unfamiliar work. * Be familiar with emergency and evacuation procedures and the location and use of emergency equipment | | * All online WHS training modules are completed. * Participate in WHS education and training programs to advance employee knowledge. * All reporting requirements are completed in a timely manner. * Cooperates with supervisors in identifying, assessing, reporting and controlling hazards in the workplace. * Actively participate and complete all CQI activities as required. |

1. PURPOSE AND VALUES REQUIREMENTS

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| **Core Area of 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 behavior 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 Occupational 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. | |

D. RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

| Competencies |
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| * Client Support * Values Alignment * Organisational Awareness * Team Work * Computer Operations |
| Experience and Qualifications |
| * Relevant Tertiary qualifications and/or relevant experience * Experience in Case Management and Youth Work * Knowledge and understanding of issues facing vulnerable families and their children * Excellent verbal and written communication * Experience in using Microsoft Office Suite * Senior First Aid or willing to obtain |

1. APPROVAL

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| Manager Name: | **Elizabeth O’Connell** |
| Signature: |  |
| Approval date: |  |
| Employee Name: |  |
| Signature: |  |