

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

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.

Together we stand with Australians in need, until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)

Values: Compassion Integrity Respect Perseverance Celebration

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Woree Coordinator

Division: Community Services

Reports to: Natalie Musumeci

Position Purpose: Coordinate a homeless program who are providing assistance to homeless clients in the provision of individualized case management support to people accommodated in 18 unit complex 696 Bruce Hwy Woree. The purpose of the program is to assist those vulnerable in the community to sustain a tenancy with medium level support.

Position Requirements

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals of clients to the service from internal (Street to Home and Douglas House) and external (such as external agencies and CCWG) 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 property, facilities, financials and regulations as relevant. Work with clients to create individualized support plans including referral to supplementary services as needed. Provide support to the Recovery workers who provide intensive ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counselling as required. Assist clients in the process of transition out of the service into independence or other services. Conduct group case management sessions (Stakeholder meetings) for clients where necessary and appropriate such as living skills, budgeting etc. 	<ul style="list-style-type: none"> All referrals are responded to and appropriate clients are selected for the program. 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 client that meets their individual needs and situation. Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services. Case conferencing provided as required.
Key Result Area 2	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Actively participate and engage in interagency meeting, forums etc. for the development of services for homeless people. Work with the outreach team 	<ul style="list-style-type: none"> Relationships are developed with other agencies and contribution is made to the development of homelessness services in Cairns. Creative engagement strategies allow improvement in access to rough sleepers and the

<p>(Street to Home) to develop creative engagement strategies and solutions to issues facing individuals or groups of rough sleepers.</p> <ul style="list-style-type: none"> • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff. • Monitor the housing facilities to ensure that all aspects of property, supplies, financial and regulations are upheld, and address any areas that need attention. • Actively participate in the sourcing of the service to ensure that it meets the requirements of residents and relevant rules and regulations, including purchasing of materials, engagement of repairers etc. 	<p>building of constructive relationships.</p> <ul style="list-style-type: none"> • Active contribution is made to the development of the program including participation in staff training and development. • Housing facilities are well managed and issues dealt with a timely manner. • Sites are well resourced and maintained. • Works closely with Program Manager in making decisions.
<p>Key Result Area 3</p>	<p>Learning and Innovation</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Facilitate and contribute to the sharing of knowledge and best practice ideas with other services, agencies and community members • Actively engage in encouraging and enhancing the team spirit and contribute to maintain a motivating environment • Providing mentoring and advice to other workers in the service and support staff development plans where required • Generate training ideas around the needs of the team and where appropriate generate learning packages. • Model a high level of personal presentation and deliver a high quality of professional service as defined in the Mission Australia Code of Conduct to other workers 	<ul style="list-style-type: none"> • Engages with all team processes including attendance at Team Meetings and planning days • Initiatives are developed and implemented which contributes to a positive and motivated team environment with the Program Manager. • Mentoring is provided to members of the team with positive feedback received and active contribution is made to the development of the team • The training needs of the team are ascertained and initiatives are initiated to meet these needs • The Mission Australia code of conduct is promoted and adhered to at all times • Team members are aware or changes on the program and development within the sector

<ul style="list-style-type: none"> • Maintain programme knowledge and a high level of expertise, ensure changes and developments in the community sector are disseminated to all team members, committee and Community Partners • Supervise a number of staff on a 24 hour roster basis. 	
<p>Key Result Area 4</p>	<p>Staff supervision and support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Support Recovery Workers to achieve objectives through regular supervision, feedback and training • Actively encourage and motivate staff towards the achievement of client outcomes. • Offer training and development to staff to improve their ability to manage case loads and achieve client outcomes in line with performance plans. • Conduct staff meetings and development activities for the team as required. • Contribute to staff performance discussions and development planning activities as required by the Program Manager. 	<ul style="list-style-type: none"> • Provide regular supervision around both task and operational duties. • Provide opportunities both individually and as a team to motivate and encourage better outcomes. • Training and development is undertaken as needed. • Regular staff meetings for all staff. • Conduct development planning for all staff. Work with Program Manager to achieve all outcomes.
<p>Key Result Area 5</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Create and update individualized case management files for all case managed clients in line with Mission Australia protocols. • Ensure that all required internal and external client paperwork is completed and copies kept on file. • Complete a range of internal and external reports relating to clients and the program. • Complete a range of other 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All paperwork is completed and correct and kept as required. • All required reports are prepared correct and on time. • All required administration tasks are completed accurately and in a timely manner.

administrative duties for the efficient running of the service including bed statistics, reports, referral letters, goals plans etc.

- **Assist Program Manager with all reporting requirements.**

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

- Completed Tertiary qualifications in Social Work; Psychology or Behavioural Sciences. (held for minimal 4 years)

Position Description |

- Senior first aid certificate
- Queensland Driver's Licence
- Significant knowledge and experience working with target group and related issues (minimum 4 years fulltime work experience)
- Demonstrated experience in staff supervision and development
- Computer literate in a Windows environment
- Current Suitability Notice from the Commission for Children and Young People – Working with Children Blue Card

Key challenges of the role

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Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input checked="" type="checkbox"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

Approval

Manager name Natalie Musumeci

Approval date 04.03.16