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| **Job Title** | **Community Service Worker – Level 3** |
| Responsible to | Program Manager |
| Responsible for | Providing assistance to clients in the provision of welfare support 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 to 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 clients in the provision of welfare support, in particular the provision of services to face homelessness and other related issues. |
| Key Challenges | The ability to manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within the service. |
| Key Results Area | * Client Support * Program Support * Administration |

1. **Organization Chart (What are the key reporting relationships for the role?)**

Program Manager

CSW3

1. Job Requirement (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** |
| • Respond to referrals of clients to the service from internal and external support services and conduct formal assessments of suitability for support.  • Undertake initial registrations for clients, including all necessary paperwork and application forms.   * Support the urgent accommodation needs of clients who enter the service, including the use of the no wrong door referral and advocacy.   • Work with clients to create individualized support plans including referral to supplementary services as needed.   * Provide ongoing case management sessions with clients and review progression against case plans and provide informal counselling as required. * Support a client centred approach to support client’s immediate and long term goals and needs within the provisions of the program. | • All referrals are responded to & appropriate clients are supporting by the program.  • Thorough registrations are conducted and all required paperwork is completed and put on file.  • Clients are thoroughly inducted into the service and their immediate accommodation needs are met.  • Support plans are created for all clients in line with Mission Australia best practice and reviews are completed and kept on file.  • Ongoing support is provided for client that meets individual needs and situation.  • Clients are effectively transitioned out of the service where appropriate and offered ongoing support where required.   * A client centred approach is maintained throughout all service delivery functions. |
| **Key Result Area 2 Program Support and Development** | |
| **Key Tasks** | **Job Holder is successful when** |
| • Develop and maintain relationships with internal and external stakeholders & service partners, both government and non-government including: Police, FaCS, Education, Health, Link2Home and accommodation providers.   * Liaise with co-workers, Community Partners and external agencies for the purpose of consultation, referral, service networking, training and community development and advocacy for families. * Ensure services are consistent with the program’s Service Delivery Schedule. * Participate in direct supervision with Program Manager and various case worker meetings to discuss clients and the program. * Fulfil mandatory reporting requirements as per FACS and MA policies and procedures.   • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.  • Participate actively in Quality Improvement through completion of scheduled activities & being aware of process or service improvements. | • Effective relationships are created resulting in positive outcomes for clients and the service, and opportunities are utilized for the enhancement and promotion of MA and our clients.   * Staff are aware of service processes and program guidelines and ensure KPIs are being met in line with the Service Delivery Schedule. * Case management processes are implemented and adhered to. * External meetings and case conference reviews are attended, where appropriate, and effective advocacy is undertaken where needed.   • Active contribution is made to the development of the program including participation in staff training and development.  • Opportunities are identified for improvement within the service and presented to management as required |
| **Key Result Area 3 Administration** | |
| **Key Tasks** | **Job Holder is successful when** |
| • Create and update individualized case management files for all 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 other administrative duties for the efficient running of the service including statistics, data entry, reports, referral letters, risk assessments, goals plans etc.   * Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance with MA policy and procedures. * Mission Australia’s Community Services Information Management System (MACSIMS) is completed and updated in a timely manner. * Attend regular staff meetings, both for program and for site. * Work in conjunction with local and National Office administration in regards to finances, invoicing and other financial obligations. * Undertake other duties as reasonably requested by the Program Manager/ Area Manager or Regional Leader. | • 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.   * All clients are entered into Mission Australia’s Community Services Information Management System (MACSIMS). |

1. **Purpose and Values Requirements**

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| **Core Area 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 behaviour at all times;  • Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);  • Maintain a safe working environment for yourself and others in the workplace;  • Ensure required 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;  • Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;  • Actively support Mission Australia’s Reconciliation Action Plan. | |

1. **Work Health and Safety**

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| **Responsibilities** |

Everyone is responsible for safety and must:

* Maintain a safe working environment for themselves and others in the workplace, including the provision of a smoke free environment.
* 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.

1. **Recruitment information**

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| **Competencies** |
| • Client Support  • Values Alignment  • Organisational awareness |
| **Experience and Qualifications** |
| • Tertiary Qualification and / or relevant experience in the human services industry.   * Knowledge and experience working with client issues relating to homelessness including domestic violence, substance abuse, mental health etc * Computer literate in a windows environment. * Excellent oral and written communication skills. * Demonstrated ability to work effectively as part of a team. * Senior First Aid Certificate or willingness to obtain. * Current NSW Driver’s License. |

1. **Approval**

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| Manager’s Name: |  |
| Approval Date: |  |