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| **Job Title** | **Mental Health Recovery Case Manager – Level 3** |
| Responsible to | Program Manager |
| Responsible for | Assisting people with severe mental health issues to improve their quality of life, participation in everyday activities and achieve independent functioning in the community. Community Living Support (CLS) at all levels of the program aims to assist people with a diagnosed severe mental illness to participate in their community, gain and maintain successful tenancies, reduce hospitalisation rates and improve their quality of life. |
| 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 work with people who experience severe mental illness, increase social engagement to obtain and maintain accommodation tenancy. |

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| Key Challenges | * Significant travel to and from and between client homes and accommodation to provide case management support * Working with clients who may live in confronting accommodation * The ability to motivate and engage clients who demonstrate challenging behaviours * Working with external partners to effectively negotiate successful outcomes for clients * Balancing outreach with client file documentation and administration. * Significant and ongoing flexibility in service delivery * Motivating engagement of people with severe mental illness * Finding suitable accommodation * Reviewing, building ISP in collaboration with Mental Health Team Care Coordinator |
| Key Results Area | * Client Engagement * Program Support and Development * Program Maintenance |

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 Engagement** |
| **Key Tasks** | **Job Holder is successful when** |
| * Undertake initial registrations for clients, including all necessary paperwork and application forms. * Induct clients into the service * Work with clients, and other services (housing NSW, Local area health service and mental heath service) to create individualized case plans. * Provide ongoing case management sessions with clients and review progression against case plans as required. * Conduct client’s Individual Support Plan ISP Review monthly. * Participate in the ongoing implementation of the case plan through a range of varied support activities. * Liaise with other support services and organizations to coordinate the requirements of the case plan including arranging appropriate funding, interaction with training providers etc. * Assist clients in the process of transition out of the service into independence or other services. * Implement, monitor and maintain data collection in MACIMS | * 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. * Case plans are created (in conjunction with partner organizations) which reflect the desires of the client. * Ongoing support is provided for client that meets individual needs and situation, and effective relationships are built with clients. * Client assessments are conducted thoroughly and as scheduled and contribute to the development of appropriate case plans. * Clients are suitably supported in the fulfillment of case plans including advocacy where required. * Effective coordination is undertaken to allow client case plans to be undertaken including appropriate referrals. * Clients are effectively transitioned out of the service where appropriate and offered ongoing support from other services. * All admin tasks are completed accurately and on time. All petty cash is managed effectively and accurately at all times * All internal and external policies and procedures are adhered to. * MACSIMS data is current and accurate |

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| **Key Result Area 2** | **Program Support and Development** |
| **Key Tasks** | **Job Holder is successful when** |
| * Develop and maintain relationships with internal and external stakeholders including service partners and government agencies. * 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 Continuous Quality Improvement through completion of scheduled activities and consistently 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. * 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 client case management files and notes for all clients in MACSIMS or hard copy and in line with Mission Australia protocols. * Access EAP or Chaplaincy and take all necessary action to ensure self care & safety including WHS and professional development activities. * 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 using the brokerage, service statistics, referral letters, goals plans etc. | * Case management files are created in a clear and concise fashion, to required standards and are updated regularly. * All possible self care and safety precautions are taken. * 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 and the brokerage account is appropriately managed. |

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. **Recruitment information**

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| **Competencies** |
| • Client Support  • Values Alignment  • Organisational awareness |

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| **Experience and Qualifications** |
| * Relevant Qualifications or relevant industry experience * Understanding of mental illness or experience in that field * Current NSW Drivers License * A working knowledge of Case Management * Senior First Aid Certificate |

1. **Approval**

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