

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:	Case Manager – THRIVE
Division:	Service Delivery
Reports to:	Program Manager, and in the absence of the Program Manager, the Area Manager
Position Purpose:	<p>To support people living in a public housing to increase their knowledge and skills to independently manage their household. Thrive case managers will also work with people on the Department of Communities – Housing (DoC-H) waitlist</p> <p>Thrive case managers will work with and offer support to individuals and families to develop or increase skills, knowledge and links to community services and resources to address complex issues and needs impacting on their tenancy.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals from the DoC-H as well as individuals, families, local Mission Australia programs or other external agencies in a timely manner. Introduce THRIVE to new referrals and conduct an initial assessment to better 	<ul style="list-style-type: none"> All referrals are responded to within two days. Assessments are completed with tenancy risks and issues identified and agreed upon.

<p>understand existing risk factors and issues impacting on the tenancy.</p> <ul style="list-style-type: none"> • Work with individuals and families to develop a holistic case plan that is sensitive and responsive to their cultural strengths and identified needs and goals to increase tenancy outcomes, support networks, independence and wellbeing. • Provide a personalised approach to case management, which allows individuals and families to make informed choices about the services and support they require to maintain their tenancy and increase their wellbeing. • Conduct regular home visits to provide therapeutic interventions, such as informal counselling, based on the specific needs and issues identified by individuals and families. • Work with individuals and families to manage tenancy issues as per DoC-H referral, such as financial arrears, property standards, disruptive behaviour and adherence to the conditions of the tenancy agreement. • Develop and implement culturally appropriate and individually tailored educational tools to increase knowledge and life skills to address tenancy issues and other concerns within the home. • Ensure that confidentiality, shared personal information and the rights of the individual and family are respected and highly regarded at all times. • Assist clients to transition out of THRIVE and into independence or other services. 	<ul style="list-style-type: none"> • Individuals and families have a holistic case plan based on cultural strengths and identified needs, which individuals and families understand, contribute to and work towards. • Individuals and families are well informed and play an integral role in making decisions about their tenancy needs and support requirements. • Home visits are conducted on a regular basis and therapeutic support is ongoing as required. • Tenancy issues are addressed and managed, while adhering to the conditions in the tenancy agreement. • Education tools are developed and delivered. • Confidentiality, client rights and personal information are respected. • Individuals and families effectively transition out of THRIVE when appropriate and referred to ongoing support from other agencies.
Key Result Area 2	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Facilitate and develop relationships with organisations and services that work with and support people living in public housing. • Provide regular formal and informal reports to DoC-H as required • Provide education, training and support to DoC-H staff, as well as other community organisations and government agencies, to facilitate the implementation and delivery of THRIVE. 	<ul style="list-style-type: none"> • Relationships are developed and maintained with other organisations and services working in the sector. • Reports completed according to content requirements and time frame. • Education, training and support provided to external agencies as required.

<ul style="list-style-type: none"> • Keep accurate and detailed case notes on Mission Australia and DoC-H data bases • Attend and participate in THRIVE team meetings • To network and build relationships with relevant community services 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. • Other duties as director by Program/Area Manager 	<ul style="list-style-type: none"> • Case notes recorded with accuracy and appropriate detail. • Active participation in team meetings. • Regular networking with relevant community services agencies. • Active contribution is made to the development of the program including participation in staff training and development. • Other tasks are completed as required
Key Result Area 3	Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Adhere to all relevant internal and external policies and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS. • Maintain up to date, non-judgmental and complete client files, case notes, case management plans and reports. • Participate in all required professional assessment and development programs to ensure required professional standing is upheld. 	<ul style="list-style-type: none"> • All relevant internal and external policy is adhered to at all times. • Case notes, case management plans and client files are up to date and complete at all times, with successful audits in all cases. • Professional standing is upheld and all relevant development activities are completed.
Key Result Area 4	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update individualised 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 in accordance with MA policies and procedures on file • Complete a range of internal and external reports relating to clients and the program. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc. 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All paperwork is completed, 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.

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

Essential

- Relevant experience working in a human services organisation including case management skills to assess, inform, advise, support and refer clients.
- Minimum qualification of Certificate IV in Community and/or Human services or equivalent skills and experience.
- Knowledge of complex issues that place people at risk of homelessness or tenancy stress.
- Ability to work empathically with individuals and families using a strengths-based approach, while using initiative and working independently.
- Sound verbal and written skills to document case plan outcomes and advocate for the best interest of the client.
- Budgeting and computer skills
- Demonstrated ability to work cooperatively within a team.
- Knowledge of the Residential Tenancies Act.
- Knowledge of the DoC-H policies for renting and maintenance.
- Possess a Current WA working with children's check.
- Possess a current WA drivers' License.
- Possess a Current National Police Clearance.

Desirable

- Knowledge of resources, agencies and government organisation relevant to people experiencing homelessness.
- Demonstrate knowledge and understanding of;
- Alcohol and other drugs
- Tenancy responsibilities
- Aboriginal culture including kinship responsibilities.
- Family and domestic violence
- Mental illness and physical health issues,
- Family/social/cultural obligations
- Hoarding
- Legal issues
- Relationship and family concerns.
- De-escalation skills/conflict resolution

Key challenges of the role

- Working and engaging with individuals and families who may live in confronting home environments.
- Engaging and motivating clients with complex needs to make changes in their lives.
- Travel to, from and between homes to provide case management and support.
- Time management to create a balance between outreach requirements, administration tasks, agency networking, training and crisis intervention.
- Working with external partners to effectively negotiate successful outcomes for individuals and families.
- Building rapport with individuals and families that do not engage with support services.

Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Drivers Licence ☒

Other (prescribe) ☐

Approval

Manager name

Approval date