

Mission Australia

| | |
|-----------|--|
| About us: | <p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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: | End homelessness and ensure people and communities in need can thrive. |

Position Details:

| | |
|-------------------|---|
| Position Title: | Community Service Worker |
| Division: | Community Services |
| Classification: | Community Services Employee |
| Level: | Level 2 |
| Program: | HASI Plus |
| Reports to: | Program Manager |
| Position Purpose: | The Community Service Worker is responsible in assisting consumers coming from mental health inpatient units or similar institutions in their recovery and transition to the community through a 24 hour or 16 hour supported accommodation service |

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

| Key Result Area 1 | Consumer Support |
|--|---|
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none">Support consumers to undertake and learn daily living skill through a range of varied activities (i.e. cooking, cleaning, personal hygiene, shopping, budgeting, travel training)Encourage consumers to address physical health needsEnsure the safe storage and observation of consumer medications and the | <ul style="list-style-type: none">Consumers are supported in achieving progress and development in their activities of daily livingConsumers are supported to attend GP, allied health and specialist appointments as necessaryConsumer medications are kept secure at all times, observed appropriately and documentation is accurate and up to date |

| | |
|--|---|
| <p>maintenance of essential medical records</p> <ul style="list-style-type: none"> • Work alongside consumers to access the community and social activities, to potentially increase the quality of their lives • Participate in the ongoing implementation of individual support plans (ISP) • Undertake duties in line with recovery orientated principles | <ul style="list-style-type: none"> • Ongoing support is provided for the consumer that meets individual needs and effective relationships are built with consumers • Consumers are suitably supported in the fulfillment of their ISP and recovery goals • Demonstration of recovery orientated practice including advocacy where required |
| Key Result Area 2 | Program Support and Development |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> • Complete a range of duties and activities to ensure the program and properties are well managed, maintained and clean • Contribute to the effective functioning and development of the program through involvement in projects, contribution to team forums, and training and development • Participate actively in quality improvement tasks through completion of scheduled activities and consistently being aware of process or service improvements • Take all necessary action to ensure self-care and safety including abiding by work, health and safety procedures | <ul style="list-style-type: none"> • All tasks related to the upkeep and cleanliness of the program and property are completed accurately and in a timely manner as specified • Active contribution is made to the development of the program including participation in projects, team forums and staff training and development • Opportunities are identified for improvement within the service and presented to management as required • All possible self-care and safety precautions are taken |
| Key Result Area 3 | Administration |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> • Update individualised consumer files on internal database, ensuring all required internal and external paperwork is saved • Professional case notes are written, documenting consumers' presentation and related interactions • Support management when required, with various minor tasks in relation to the administration of the program | <ul style="list-style-type: none"> • Consumer's files are updated as required • Consumer notes are documented in factual and professional manner and recorded for each shift in CRM and relevant other communication (i.e. emails) is initiated • Management is supported in minor administrative duties |
| Key Result Area 4 | Relationship Management |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> • Assist in the promotion and awareness of Mission Australia and HASI Plus and its involvement in local community activities | <ul style="list-style-type: none"> • Opportunities are utilized for the enhancement and promotion of Mission Australia generally and HASI Plus specifically. HASI Plus is positively |

| | |
|--|---|
| <ul style="list-style-type: none"> • Develop and maintain meaningful relationships with internal and external services and stakeholders including service partners, government agencies, families and significant others of the consumers • Develop sustainable internal relationships with consumers and other employees including the ability to seek advice and resolve conflicts to contribute to the effective functioning of HASI Plus • Communication to team and external partners is regular via email, phone and face to face | <p>represented to all internal and external contacts</p> <ul style="list-style-type: none"> • Strong effective relationships are formed resulting in beneficial outcomes for all parties • Sustainable internal relationships are developed with the ability to timely resolve difference of opinions resulting in relationships being upheld and strengthened • Email and phone communication between stakeholders are continually upheld |
|--|---|

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Working towards tertiary qualifications in social work, psychology or completion of Cert IV in mental health;
- Understanding of recovery orientated principles and framework, as well as psycho-social rehabilitation;
- Knowledge of the mental health system and a willingness to support people with mental illness;
- A basic level of written, oral and interpersonal communication skills;
- Skills in liaising, negotiating and advocating for the people we work with.

Key challenges of the role

- The ability to motivate and engage consumers who may demonstrate challenging behaviours;
- Maintaining compassion and understanding the recovery journey is different for each consumer and the realisation that progress may not be seen for many months or years;
- Balancing the desire to support consumers in their individual recovery goals versus duty of care;
- Working with multiple partner of the program to effectively negotiate successful outcomes for consumers
- Working a rotating roster including active nights whilst maintaining a suitable work-life balance.

Compliance checks required

| | | |
|-------------------------|-------------------------------------|-------|
| Working with Children | <input type="checkbox"/> | |
| National Police Check | <input checked="" type="checkbox"/> | |
| Vulnerable People Check | <input type="checkbox"/> | |
| Driver's Licence | <input checked="" type="checkbox"/> | |
| Other (prescribe) | <input type="checkbox"/> | _____ |

Approval Ashley Walker

3/11/2020

Manager name

Approval date