|  |  |
| --- | --- |
| **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?)

|  |  |
| --- | --- |
| **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.  • Induct clients into the service including the property, facilities, financials and regulations.  • 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.  • Assist clients in the process of transition out of the service into independence or other services.   * Support a client centred approach to support clients immediate and long term goals and needs within the provisions of the program | • All referrals are responded to & 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 individual needs and situation.  • Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.   * 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 including service partners both government and non-government.  • 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 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 and our clients.  • 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 internal and external reports relating to clients and the program including risk assessments, etc.  • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc. | • 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. |

1. **Purpose and Values Requirements**

|  |  |
| --- | --- |
| **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**

|  |
| --- |
| **Competencies** |
| • Client Support  • Values Alignment  • Organisational awareness |
| **Experience and Qualifications** |
| • 2 year Diploma in Social Welfare (or higher) or relevant industry experience  • Senior First Aid Certificate   * 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 * Current NSW Driver’s License. |

1. **Approval**

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