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| **Job Title** | **Community Service Worker – Level 4**  **Outreach Case Manager Aboriginal and Torres Strait Islander Specialist** |
| 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 Indigenous 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 Indigenous 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

CSW4

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 ATSI clients to the service from internal and external support services and conduct formal assessments of suitability for support.  • Undertake initial registrations for ATSI clients, including all necessary paperwork and application forms.  • Induct ATSI clients into the service.  • Work with ATSI clients to create individualized support plans including referral to supplementary services as needed.  • Provide ongoing case management sessions with ATSI clients and review progression against case plans and provide informal counselling as required.  • Assist ATSI clients in access to brokerage where this is linked to client case plan goals with a view of preventing homelessness.   * Maintain adherence to EITSS client brokerage procedures. * Develop and maintain client case management plans. Monitor client progress through client contact and case plan reviews.      * Conduct ongoing assessment of client needs to determine intervention approaches and referral options to others services as required. | • All referrals are responded to and 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 supported through brokerage interventions.   * Client brokerage is administered in line with the FACS Brokerage Guidelines. * Client case management plans developed, implemented and monitored as per client need. * Ongoing review of client support needs is provided and referral is made to other appropriate services as needed. |
| **Key Result Area 2** | **Program Support** |
| **Key Tasks** | **Job Holder is successful when** |
| • Actively work toward the integration of EITSS activities with other community programs including other SHS funded services to ensure a coordinated framework for service delivery.  • Promotion of EITSS activities in the local community, with relevant stakeholders.  • Develop and maintain a range of internal and external stakeholder relationships for the effective functioning of EITSS and sharing of best practice, ideas and opportunities.  • 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 tasks as requested by the Program Manager. | • EITSS activities are strategically aligned to other relevant services in the geographical area resulting in a partnership based service delivery model.  • EITSS activities are successfully represented and widely known within service provider network.  • Relationships result in open communication and sharing of best practice and opportunities for development.  • Active contribution is made to the development of the program including participation in staff training and development. |
| **Key Result Area 3** | **Administration** |
| **Key Tasks** | **Job Holder is successful when** |
| • 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 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. |
| **Key Result Area 4** | **People Management and Performance** |
| **Key Tasks** | **Job Holder is successful when** |
| • Provide expert knowledge and experience in the field of Aboriginal and Torres Strait Islander, assisting the team with complex clients and offer strategies and additional networks available in the South Western Sydney LGA to achieve positive outcomes for the clients.  • Work with the Program Manager to identify evidence based training that would contribution to their colleagues ongoing development needs in relation to Indigenous culture.   * Able to facilitate workshops internally and/or externally which highlight the ATSI role e.g. skills and supports available to local community and other organisations. | • Staff are supported to perform their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia.  • Staff received training and development to improve their performance and meet their personal development and career requirements.   * Staff received training and development from the ATSI Case Manager to improve their performance and meet their personal development and career requirements. |

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   * Relationship Management |
| **Experience and Qualifications** |
| • 2 year Diploma in Social Welfare (or higher) or relevant industry experience  • Senior First Aid Certificate   * Current drivers licence. Comprehensively insured vehicle for possible business use. |

1. **Approval**

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