

## 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:	Support Worker
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To support clients in the provision of welfare support, in particular the provision of targeted support to vulnerable children and families to prevent their problems from escalating. This position will provide outreach services as directed by the Team Leader.

## 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"><li>• Work with clients to create individualized support plans including the assessment of physical, financial, emotional and accommodation needs of the parent or family.</li><li>• Develop individualized case plans to ensure that goals are met and practical steps are taken to meet presenting needs.</li></ul>	<ul style="list-style-type: none"><li>• Case management processes are implemented and adhered to.</li><li>• Support plans are created for all clients in line with Mission Australia best practice.</li><li>• All required paperwork is completed and put on file.</li><li>• Strong and ongoing relationship are developed with DOCS and Community</li></ul>

<ul style="list-style-type: none"> <li>Assisting Families towards achievement of their goals following the Eight Elements of Case Management approach.</li> <li>Develop comprehensive case files for clients, ensuring that all documents are completed and records are detailed, accurate and factual.</li> <li>Liaise with FaCS and Community Partners as needed to enable the necessary support and referral of the family.</li> <li>Assist and encourage families to develop skills necessary to achieve their set goals and case management plans including skills in life management, vocation, self-esteem, financial management and personal development.</li> </ul>	<p>Partners allowing clients to be effectively assisted and supported.</p> <ul style="list-style-type: none"> <li>Appropriate services and programs are sourced to support families.</li> <li>Ongoing support is provided for clients and their family that meets their needs and situation.</li> <li>Home Visiting, Parenting Programs and Childcare is monitored and recorded on each client file.</li> </ul>
<b>Key Result Area 2</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.</li> <li>Provide opportunities for clients to access information from the service to assist in their progress towards goals.</li> <li>Liaise with co-workers, Community Partners and external agencies for the purpose of consultation, referral, service networking, training, community development and advocacy for families.</li> <li>Take an active role in the Regional Planning Committee Meetings.</li> <li>Attend and participate in external meetings and case conference reviews.</li> <li>Assist Community Partners to develop Home Visiting and Parenting Programs.</li> </ul>	<ul style="list-style-type: none"> <li>Case management processes are implemented and adhered to.</li> <li>Assistance and support is provided to families via goal setting, case reviews, home visiting and co-ordination of service delivery.</li> <li>Active contribution is made to the development of the program including participation in staff training and development.</li> <li>External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed.</li> <li>Contribution is made to the effective development of home visiting and parenting programs.</li> </ul>
<b>Key Result Area 3</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Create and update individualised case management files for all clients in line with Mission Australia protocols.</li> </ul>	<ul style="list-style-type: none"> <li>Case management files are created in required standard and updated regularly.</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file</li> <li>• Complete a range of internal and external reports relating to clients and the program including risk assessments, statistics etc.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans, accessing client brokerage etc.</li> </ul>	<ul style="list-style-type: none"> <li>• All paperwork is completed and correct and kept as required.</li> <li>• All required reports are prepared correct and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul>
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## 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

- Tertiary Qualification and /or relevant experience in the human services industry.
- Computer literate in a windows environment
- Excellent Oral and Written Communication Skills
- Current Drivers Licence



**Key challenges of the role**

The ability to provide structured case management of clients, within their homes, who can be difficult to schedule or reach. In addition the ability to be creative, flexible and persistent in the achievement of outcomes for these clients.

**Compliance checks required**

- Working with Children

☒
- National Police Check

☒
- Vulnerable People Check

☐
- Drivers Licence

☒
- Other (prescribe)

☐

**Approval**

Manager name

Approval date