



Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 160 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 Collaboration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Community Coordinator – Gambling Aware
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<p>Community Coordinator will develop and maintain a community engagement plan developed with local stakeholders, including relevant organisations, community leaders and people with lived experience.</p> <p>The Community Coordinator will connect with the local area in person and online in order to provide education and support to the local community & expand the entry points to our service locally, and coordinate support in local communities to those experiencing gambling harm.</p>

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

Key Result Area 1	Community Network Liaison
Key tasks <ul style="list-style-type: none"> Create and maintain a community engagement plan ensuring all community demographics are 	Position holder is successful when <ul style="list-style-type: none"> The community is provided with a range of activities and workshops aimed at increasing awareness of gambling harm throughout the

<p>considered & monitored on MA connect</p> <ul style="list-style-type: none"> • Deliver a range of engaging and targeted community education workshops • Work with partner research agencies to collect information and contribute to the evidence on effective interventions for those experiencing gambling harm • Develop and maintain relationships with stakeholders and influencers in the local community to deliver community education • Develop strong and collaborative relationships with counsellors in order to expand on existing relationships 	<p>year. Diverse range of referrals are attending the service.</p> <ul style="list-style-type: none"> • Relevant activities are attended and participation levels are high (e.g. NAIDOC, RGAW, Mental Health Month, Counsellor forums, ORG forums). • A strong partnership is developed with research partners & community referrals • Community education leads to warm referrals to gamble aware stepped care supports
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Key Result Area 2	Supporting Participants
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Respond to referrals in a timely manner and according to service guidelines. • Provide an integrated framework of complimentary programs that holistically support communities, individuals and families. • Assist clients while at the service through brief therapeutic interventions and referral to suitable services both internally and externally • Provide informal counselling, early intervention and education. • Develop and/or conduct and facilitate group support and treatment programs to meet the needs of the service, clients and the local community • Arrange appropriate referrals for clients within the service or to other services as required. 	<ul style="list-style-type: none"> • Support for clients is provided in accordance with the funding body service specifications and quality outcomes measured using assessment protocols (client pre-post assessments, client goals, and client surveys). • Client Interventions are evidence based. • Group workshops and treatment programs are conducted with a professional and structured approach, with quality outcomes for clients involved, captured using outcome measurement tools. • Appropriate referrals are provided to clients within the service including MA's Counselling Psychological Pathway or using outside mental health or allied services where needed and recorded in MA Systems .

<ul style="list-style-type: none"> • Maintain staff and client confidentiality at all times • Maintain a caseload/ community engagement as agreed with the Program Manager. • Deliver programs that are designed to improve the knowledge, skills and wellbeing of people to bring about social, emotional and cultural wellbeing for the whole community. 	<ul style="list-style-type: none"> • An electronic stakeholder/referral database is developed and maintained regularly • Professional and supportive relationships are forged with clients in all situations, maintaining clear boundaries and adhering to ethical conduct. • Influential and quality relationships are created with external bodies for the development and sustainability of the service and advancement of the needs of our clients. Through active regular participation in local, relevant, interagency meetings and activities. • Communication with other agencies is professional at all times. • A client load/ community engagement in accordance with the funding body service specifications is maintained, relevant to the level of support & treatment required for each client. • The program supports the social, emotional and cultural wellbeing of the community.
Key Result Area 2	Compliance/Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS. • Maintain up to date, non-judgmental, objective, factual and complete client files, notes and client reports in MA Connect • Complete all relevant tasks on Mission Australia quality program calendar by completing monthly activity reports and submitting by due date. • Participate in all required professional assessment and development programs 	<ul style="list-style-type: none"> • All relevant internal and external policies and adhered to at all times. • Session notes and client files meet MA policy guidelines, are up to date and complete at all times, with successful MACSIMS audits in all cases. • All monthly quality program activity reports are complete and submitted on time. • Professional memberships are maintained and all relevant professional development activities are completed. • Additional projects are completed within negotiated time frames.

<ul style="list-style-type: none"> • Undertake special projects as agreed with the Program Manager. • Maintain an up to date knowledge of the Gamble Aware contract 	
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide accurate and timely reports to management on activities (as required). • Maintain relevant statistics to provide an overview of engagement activity referrals & demographics to the service • Document clear and concise records including data collection, statistics and outcomes. • Contribute to team development activities, performance initiatives and service development activities as required. • Complete a range of administrative tasks required for effective client management and the efficient running of the service. 	<ul style="list-style-type: none"> • Reports are produced accurately and on time in all cases. • Accurate statistics are maintained and reviewed as necessary. • Input is made to all required development and performance initiatives. • Administrative tasks are completed thoroughly, correctly and on time with successful audits in all cases. • Daily tasks are completed efficiently and in a timeframe as agreed.
Key Result Area 5	Professional Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Participate in continuing professional development to maintain, enhance skills and knowledge. Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships. • Participate in annual performance reviews – identification of training needs and career goal setting. 	<ul style="list-style-type: none"> • Staff member takes advantage of training available to them and/or external training opportunities and participates in further training identified by self and Program Manager. • Performance review is completed with active staff involvement.

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
- Work in a way, which is non-judgemental, compassionate, patient and empathic, and demonstrate belief in people's ability to recover.

Recruitment information

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

- Qualification in allied health profession, social work, disability, community services, community development or equivalent.
- Demonstrated professional approach to the role including maintaining professional boundaries
- Experience in relationships management, networking and building referral pathways.
- Experience in engaging with and mobilising communities.
- Demonstrated ability to respond to people with empathy, sensitivity and understanding to provide services that meet a person's needs
- A broad understanding of both the issues faced by Community, those experiencing gambling harm and their families
- Demonstrated experience in the provision of individual, couples, family and group brief interventions and education and group workshops (face to face, phone and online modalities)
- A valid and current driver's license
- Computer literacy in Microsoft Office Applications

Key challenges of the role

- Engagement with community to facilitate help seeking & development of community presentations and education materials
- Connecting with community, build rapport with community to facilitate acceptance of help seeking.
- Education around gambling harm, facilitating acceptance and trust of interventions, facilitating trust in the service.
- Provide this service in a manner that meets the needs of clients, levels of disadvantage and clients with challenging co-morbid issues.
- Provide culturally appropriate referrals both internally and externally, supporting clients and producing effective and long term solutions to gambling and presenting co-morbidities.
- Conduct community education sessions
- Conduct informal counselling and support groups when required

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Covid 19 Vaccination	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>

Approval

Manager name

Approval date