

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:	Case Worker
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 3
Program:	Stuart Lodge Accommodation Management – Tenancy Support Services
Reports to:	Program Manager
Position Purpose:	<p>To work with individuals and families to obtain/sustain successful tenancies.</p> <p>The Stuart Lodge Accommodation facility in Alice Springs supports Territorians who are homeless, or at risk of homelessness seeking emergency accommodation. The Caseworker works with the individuals and families to identify the supports and referrals required to enable access to suitable accommodation especially where longer-term accommodation is required.</p>

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

Key Result Area 1	Participant Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Work under general supervision to provide tailored and individualised case management to assist clients of the service	<ul style="list-style-type: none">Case management support is integrated, holistic and culturally appropriate.All referrals are responded to and appropriate participants are selected for the program.

<p>to identify and address the issues that are placing their tenancies at risk.</p> <ul style="list-style-type: none"> • Work with participants to create individual goals including referral to supplementary services as needed. • With the Case Manager, provide intensive ongoing case management sessions (formal and informal) with participants and review progression against individual goals. • Provide participants with informal counselling as required. • Conduct group activities for clients where necessary and appropriate such as living skills, budgeting etc. • Develop, implement and review culturally appropriate individualised goals for each participant addressing issues including, but not limited to, living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships. 	<ul style="list-style-type: none"> • Thorough assessments are conducted, and all required paperwork is completed and put on file • Individual goals are created for all participants in line with Mission Australia best practice. • Ongoing support is provided for participants that meets their individual needs and situation. • Group activities are conducted for participants as appropriate.
Key Result Area 2	Administration & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update individualised 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. • Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally. • Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and exit reports. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc. 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All paperwork is completed and correct and kept as required. • Clients are provided with practical case management support to meet the individual needs. • All required reports are prepared correct and on time. • All required administration tasks are completed accurately and in a timely manner.

Key Result Area 3	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Under general supervision exercise initiative while undertaking duties to support the needs of the program and refer complex issues to a supervisor. • Under general supervision contribute to the effective functioning and development of the service through involvement in projects and contribution to team meetings. 	<ul style="list-style-type: none"> • Participants are appropriately supported, and complex issues are referred to the Team Leader or Program Manager. • Active contribution is made to the development of the program including participation in team training and meetings.
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes. • Develop relationships with key external stakeholders including other service providers, community service workers, Government agencies etc. to assist in the receipt of information and referral of clients. • Participate in Mission Australia marketing with existing and new referral agencies. 	<ul style="list-style-type: none"> • Internal and external relationships are developed resulting in improved service functioning and service outcomes. • Strong external relationships result in effective interaction with service and appropriate referral of clients. • Positive relationships are built with referral agencies and referrals are received from these agencies.

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

- Relevant tertiary qualifications (e.g. Community Services, Social Work, Behavioural Sciences or other human services-related field) with an Associate Diploma being acceptable.
- Demonstrated experience working with the clients with a variety of different backgrounds and levels of disadvantage. Experience working with Aboriginal people from remote communities is desirable.
- Demonstrated ability to provide specialised or complex therapeutic interventions and assist in the management of a caseload of complex clients.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Strong listening and engagement skills including the ability to build and maintain relationships with clients and other internal and external stakeholders.
- Sound written communication skills and the ability to present information and case notes clearly and concisely.
- Sound organisational skills and the ability to manage time effectively.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- A positive team player who looks for ways to improve current work practices and processes.
- The ability to maintain resilience and manage personal development, self-awareness and own wellness.
- Alignment to the values of Mission Australia.

Key challenges of the role

- Dealing with clients with substance abuse, addiction, literacy/numeracy and financial hardship issues.
- Ensuring case management is culturally appropriate.

Compliance checks required

Working with Children	<input checked="" 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 checked="" type="checkbox"/>	Senior First Aid Certificate

Approval	Eric Turner, Program Manager	28 August 2020
Manager name		Approval date