

**Position Description**  
**FMHSS Case Worker**

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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.  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.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |
| Position Title: Case Worker – Family Mental Health Support Service | |
| Division: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | To provide flexible and responsive services for children and young people up to the age of 18 who are at risk of mental illness. |
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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Client Support** | | **Key tasks** | **Position holder is successful when** | | * Respond to referrals of clients to the service and make contact with clients. * Actively advocate for clients with other services and government agencies where necessary. * Provide comprehensive information and advice to children, young people and families to improve mental health outcomes. This will include:   + Providing ongoing case management with clients   + Referrals to other appropriate services   + Coordinate and facilitate a range of individual and group support programs   + Create individualized case management plan, that allows for flexible delivery and support   + Practical support is provided | * All referrals are responded to and appropriate contact and support is initiated. * Client assessments are conducted thoroughly & the appropriate assessment tool has been accessed. * Individualized case plan is provided, with referrals to appropriate support programs and other services. * Ongoing support is provided for client that meets individual needs and situation, and effective relationships are built with clients. * All information is recorded, monitored and updated on the client case plans. * Clients are assisted in engaging other support services were necessary. * All internal and external policies and procedures are adhered to. | | **Key Result Area 2** | **Program Support** | | **Key tasks** | **Position holder is successful when** | | * Contribute to the effective functioning and development of the service through involvement in projects, contributions to team forums and development of staff. * Liaise with co-workers, Community Partners and external agencies for the purpose of consultation, referral, service networking, training, community development and advocacy for families. * Attend and participate in external meetings and case conference reviews. * Develop structured Programs to suit the needs of the client group. * Participation in Community Outreach, mental health education and community development activities. * Co-ordination and delivery of Play Therapy Groups. * Customizing programs to suit individual client needs. | * Assistance and support is provided to families via goal setting, case reviews, home visiting and co- ordination of service delivery, to ensure short-term immediate; Intensive long-term and community outreach targets are met. * Active contribution is made to the development of the program including participation in staff training and development. * External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed. * Contribution is made to the effective development of programs and group work activities. * Co-ordinating resources required for play therapy, program administration and feedback to case manager. * Review case plans to develop a program to meet client goals. | | **Key Result Area 3** | **Administration** | | **Key tasks** | **Position holder is successful when** | | * 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. * Complete a range of internal and external reports relating to clients and the program including risk assessments, data entry into the portal, statistics etc. * Complete a range of other administrative duties for the efficient running of the service including reports, referral letters, goal plans & accessing client brokerage etc. | * Case management files are created in required standard and are up-to-date. * 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. | | |
| **P**  **U 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**

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| **Qualification, knowledge, skills and experience required to do the role** |
| |  | | --- | | * Tertiary qualifications and/or relevant experience in human services industry. * A working knowledge of Case Management * Understanding of mental health or experience in that field. * Computer literate in a Microsoft office environment. * Excellent oral written communication skills * Current Drivers Licence. | | **Knowledge, skills and experience – desirable** | | * Previous experience working with youth and/or families. | |
| **Key challenges of the role** |
| * The ability to provide case management and develop programs specific to the needs of clients 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**

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| **Manager name** |  | **Approval date** |  |