

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:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	
Classification:	Community Services Employee
Level:	Level 2
Function:	
Reports to:	Program Manager
Position Purpose:	To support clients and other employees in the provision of support activities within the values of Mission Australia, that contributes to the outcomes of the service.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<p>Under regular Supervision undertake basic day to day support of clients including:</p> <ul style="list-style-type: none">As required assist senior employees in the provision of practical support to clients such as transport and continuous monitoring.As required basic initial intake and registrations for clients, including all necessary paperwork and application	<ul style="list-style-type: none">All referrals are responded to, and clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.Thorough intake and registrations are conducted, and all required paperwork is completed and on file.Clients are supported and comfortable at the service and effectively supervised at all

<p>forms.</p> <ul style="list-style-type: none"> • As required assist with the implementation of case plans, which are person centred, sensitive and responsive to the cultural strengths and needs of each individual. • As required Induct clients into the service. • May provide outreach services to clients. 	<p>times.</p> <ul style="list-style-type: none"> • Client emergencies or serious behaviour issues are responded to promptly, and emergency support is engaged where needed. • Personal support is provided where needed in an effective and safe manner.
Key Result Area 2	Administration & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Undertake or the ability to develop knowledge of basic administrative tasks and work under regular supervision in accordance with instructions. • Ensure that all required internal and external client paperwork is completed inline within established parameters and standards including Mission Australia protocols. • Complete a range of other basic administrative duties for the efficient running of the service within in quality frameworks that maintains the relevant accreditation standards. 	<ul style="list-style-type: none"> • Client files are created to the required standard and updated regularly. • All paperwork is completed and correct and kept as required. • All required reports are prepared correctly 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 regular supervision exercise initiative while undertaking duties to support the needs of the program and refer complex issues to a supervisor • Under regular supervision contribute to the effective functioning and 	<ul style="list-style-type: none"> • Issues dealt with in a timely manner. • Facilities are kept in an appropriate and safe manner. • Active contribution is made to the development of the program including participation in employees training and

<p>development of the service through involvement in projects, contribution to team forums, training and development of employees and assisting to lower classified employees as required.</p> <ul style="list-style-type: none"> As required participate in or run group work under regular supervision around basic life skills coaching to support individuals, families. Participate actively in Continuous Quality Improvement through completion of scheduled activities and consistently being aware of process or service improvements. 	<p>development.</p> <ul style="list-style-type: none"> The service complies with all OHS/Risk and internal and external policy and procedure.
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> As required engage with internal and external services, and stakeholder. 	<ul style="list-style-type: none"> The organisation is positively represented by external contacts at all opportunities. Email and phone communication between stakeholders are continually upheld. Strong relationships are formed resulting in beneficial outcomes for all parties.

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.).

Position Description |

- 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

- An appropriate certificate relevant to the field of work or alternatively obtained previous experience in a relevant industry, or
- A relevant diploma but does not yet have experience.
- Demonstrated ability to work collaboratively as part of team and provide assistance to lower classified employees as required.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated ability to undertake basic functional day to day support of clients.
- Has an understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders.
- The ability to develop knowledge and learn new processes quickly.
- Basic written and verbal communication skills, including basic administrative skills and use of technology (database, mobile devices).
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances.

Key challenges of the role

- Ability to work with clients who are facing challenges and multiple barriers.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.

Compliance checks required

Working with Children	<input type="checkbox"/>
National Police Check	<input type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

People Leader name

Approval date