Job Title	Residential Case Manager
Responsible to	Program Manager
Responsible for	Providing assistance to clients in the provision of welfare support services.
Founding Purpose	"This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others." (1 John 3:16) Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
Vision	*Pathways for life* Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.
Organizations' Core Values:	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	Walking alongside those in need, we help people discover: ▪ Pathways to strong families and healthy, happy children ▪ Pathways through a successful youth ▪ Pathways away from homelessness ▪ Pathways for life and work ready skills ▪ Pathways to sustainable employment
Position Purpose	To support clients living in CBYS youth crisis refuge in the provision of welfare support, in particular the provision of services to face homelessness and other related complex issues.
Key Challenges	The ability to manage a range of tasks including those, which fall outside of case management in order to provide the support, required for clients within the service.
Key Results Area	▪ Client Support ▪ Program Support

- Administration
- Relationship Management

A. Organization Chart (What are the key reporting relationships for the role?)

Program Manager

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Residential Case Manager

B. Job Requirement (What are the key activities for the role?)

Key Result Area 1	**Client Support**
Key Tasks	**Job Holder is successful when**
• Respond to referrals of clients to the service from internal and external support services and conduct formal assessments of suitability for support. • Undertake initial registrations for clients, including all necessary paperwork and application forms. • Induct clients into the service including the property, facilities, financials and regulations. • Provide evidence-informed, case management sessions that are person-centred, sensitive and responsive to, the cultural strengths and needs of each client in line with MA National Case Management Approach and	• All referrals are responded to and appropriate clients are selected for the program. • Thorough registrations are conducted and all required paperwork is completed and put on file. • Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities. • Support plans are created for all clients in line with Mission Australia best practice. • Referrals are taken and documented in line with service standards MA

review progression against case plans • Work with clients to create holistic and strength-based individualised support plans utilising SMART goals including referral to supplementary services as needed • Assist client with brokerage support line with MA and DCJ guidelines. • Respond to any emergency issues or dangerous situations by gaining the support of internal or external support services. • Oversee all the processing of all WHS requests for our refuge site. • Attend and participate in network and external agency co case meetings that strengthen the delivery of service for CBYS clients • Provide case management support to clients living in CBYS transitional accommodation. • Assist clients in the process of transition out of the service into independence or other services including developing capacity to self-manage and access required supports independently	Connect • Referrals are followed up within a 24 to 48hr period. • Client brokerage is administered in line with the DCJ Brokerage Guidelines. • Ongoing strength base, person-centred support is provided for client that meets individual needs and situation. • Provide case management support to up to 4 transitional accommodation clients per year • Clients are transitioned effectively out of the service where appropriate and offered ongoing support from internal services.
Key Result Area 2	**Program Support**
Key Tasks	**Job Holder is successful when**
• Monitor the housing facilities to ensure all aspects of property, supplies, financial and regulations are upheld, and address any areas that need attention. • Actively participate in the sourcing of the services to ensure it meets the requirements of residents and relevant rules and regulations, including purchasing of materials, engagement of repairers etc. • Under direct supervision contribute to the effective functioning and development of the service through involvement in projects, contribution	• Housing facilities are well managed and issues dealt with a timely manner. • Sites are well resourced and maintained. • Active contribution is made to the development of the program including participation in staff training and development. • Effective partnerships formed and managed to support ongoing client outcomes. • Strong communication is developed across staff re: handing over

to team forums, and training and development of staff. • Provide handover support for youth workers relieving or coming on shift at the house. • Record case information, documentation and other information within the MA Connect system as required and in line with system and MA protocol. • Under the guidance of senior employee facilitate or assist in group meetings, deliver a single stream workshops, and is involved in projects with clients and staff on behalf of the service.	information about client issues. • All relevant and legal documentation re: the client is uploaded and updated securely at all times.
Key Result Area 3	**Administration**
Key Tasks	**Job Holder is successful when**
• Create and update individualised case management files for all clients in line with Mission Australia protocols. • Ensure 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, bed statistics etc. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.	• Case management files are created in required standard and updated regularly. • 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.
Key Result Area 4	**Relationship Management**
Key Tasks	**Job Holder is successful when**
• Develop sustainable internal relationships with clients and other staff including the ability to resolve conflict to contribute to the effective functioning of the service and improved outcomes. • Develop sustainable relationships with key external stakeholders including	• Sustainable internal relationships are developed resulting in improved service functioning and service outcomes. • Sustainable external relationships result in effective interaction with service and appropriate referral of clients.

other service providers, community service workers, government agencies, and schools etc.

- Attend and participate in network and external agency co case meetings that strengthen the delivery of service for CBYS clients.
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders including client's family/caregivers.
- Is able to engage with referral sources proactively.
- Maintains awareness of Mission Australia programs and sites.

C. Purpose and Values Requirements

Core Area Responsibility	Purpose and Values

Key Tasks

- 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.);
- Maintain a safe working environment for yourself and others in the workplace;
- Ensure required 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;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia's Reconciliation Action Plan.

D. Recruitment information

Competencies

- Client Support
- Values Alignment
- Organisational awareness

Experience and Qualifications

- 2 year Diploma in Social Welfare (or higher) or relevant industry experience
- Case Management Experience
- Current Driver's Licence
- Senior First Aid Certificate or willingness to gain this
- Satisfactory Criminal record Check and Working With Children Check

E. Approval

Manager's Name:	Ludmila Klianev
Approval Date:	20th July 2020