

**Position Description: Student Support Coordinator CYI**

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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 Details:**  Position Title: Social Worker – Mission Australia (Creative Youth Initiatives) | |
| Division: | Community Services |
| Reports to: | Program Manager |
| Position Purpose: | To coordinate and support clients in CYI creative programs. Will involve active liaison between participants and creative staff, counselling and support, and ongoing monitoring and documentation of client progress and development. |
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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** | | • Actively source clients for participation in the program through interaction with internal and external feeder services.  • Undertake initial assessments of clients for entry to the program using the standard MA assessment tool.  • Induct clients into the CYI program including the completion of necessary paperwork, briefings and site and service guidelines and information.   * Provide counselling as required, using practice frameworks and mental health standards from an appropriate professional body.   • Where necessary work with clients to refer them to additional support services or provide them with information/support letters.  • Establish and maintain ongoing contact with clients whilst involved in the program to offer support and monitor their progress.  • Develop individual MA Connect contact record and ensure daily/weekly case notes updates.  • Conduct initial briefings with staff to inform them of particular client needs and maintain ongoing communication with them as to client circumstances or progress.  • Ensure the safety of all clients whilst participating in the program including WHS.  • Where appropriate assist clients in finding and achieving exit points from the program including liaison with other education providers, provision of reference or information and advocacy.  • Manage client outcomes utilising diagnostic tools including the PWI and psychosocial assessment forms.  • Assist with CD launch and art exhibition including event and client support.  • Attend interagency meetings and partake in service promotion. | **•** Target numbers of clients are brought into the program.  • Thorough assessments are conducted with clients entering the program including PWI and Psychosocial Assessment.  • Thorough inductions are undertaken, and all required paperwork is completed and information communicated and given to clients.  Risk Assessment completed for each client and uploaded to MA Connect with PM approval.  • Clients are referred to appropriate internal and external services.  • Clients are offered ongoing support, and their progress is closely monitored and documented.  • MA Connect record is up to date and in line with MA CQPI case note review.  • Creative program staff are given the information they need to effectively interact with clients, and privacy is maintained ensuring access to risk assessments.  • Client safety is monitored. All clients sign-off on WHS induction including COVID-19 checklist.  • Clients are actively supported in exiting the program, and advocacy is undertaken where needed.  • PWI is completed at intake, mid-term and at exit.    • Clients actively participate in both CD launch and art exhibition.  • Interagency meetings attended.   * Timely and responsive counselling provided face to face, over the phone etc. | | **Key Result Area 2** | **Program Support** | | **Key tasks** | **Position holder is successful when** | | **•** Source and analyse client feedback on the program and recommend changes or improvements to the Program Manger where appropriate.  • Work in conjunction with the Program Manager to prepare information and materials for tender submissions and reports to funders.  • Actively contribute to the ongoing promotion of the service including attendance at media briefings, events and client involvement.  • Keep and maintain outcomes data for the program and prepare for management or funder/donor reports as required.  • Develop exit plan for each client track individual exit plans for clients.  • Actively collaborate with internal or external case workers (where necessary) in order to support the development of clients.  • Coordinate therapeutic group sessions as required.  • Coordinate on site access to external workshops and health clinics.  • Ensure compliance with TAFE disability eligibility requirements.   * Liaise, co-plan and work collaboratively with TAFE St. George and TAFE Ultimo Teams in reviewing course units and compliance in a regular, timely manner. * Active part in staff recruitment, training and support. | **•** Client feedback is regularly sought and program improvements are recommended and implemented.  • Appropriate, accurate and timely information is gathered and prepared for tender submissions and reports.  • Promotional events are attended as required including client participation if appropriate.  • PWI data is analysed, up to date and submitted in an accurate and timely manner.  • Exit plans documented and in place for each client.  • Case conferencing is participated in as needed.  • Timely and responsive interventions to address behavioural and emotional needs based on strength-based approach.  • Workshops and health clinics offered each semester.  • Timely and successful approval of disability exemptions. | | **Key Result Area 3** | **Administration & WHS** | | **Key tasks** | **Position holder is successful when** | | • Ensure processing of AW client sale documentation.  • Participate in WHS processes as required, area warden for CYI.  • Contribute to Continuous Quality Improvement Program tasks.  • Contribute to donor reports and other reports as needed.  • Prepare client case studies.  • Timely processing of MA Connect records.   * Enrol clients into the Cert III – Design Fundamentals course online using the appropriate course link provided by TAFE St. George partners. * Enrol clients into the Cert II – Music Industry course online using the appropriate course link provided by TAFE Ultimo partners. * Liaise and source ROSAS and/or NESA records for applicants under 17 for a manual enrolment into AW and/or SOTS, and provide to appropriate TAFE NSW partners. | **•** Timely and accurate processing of client art works invoices.  • CYI SWP’s are reviewed annually, active participation as member of Emergency Planning Committee, attend mandatory area warden training, awareness of Hazardous Chemicals Registers, RMAP, and participate in quarterly inspections and RMAP.  • Quality program tasks are completed on time  • Timely provision and completion of report data and information.  • Minimum of one case study for each program, each semester.  • MA Connect record for each client is up to date. | | |
| **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** |
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| **•** Tertiary Qualifications in Social Work, counselling or related discipline  • Case management experience working with young people with complex needs and issues  **Key challenges of the role** |
| * To develop and maintain trusting relationships with young people experiencing significant challenges including homelessness, mental health issues and drug and/or alcohol dependence and to support and encourage participation. |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

**Other (prescribe)**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name** | Emma Grammenos | **Approval date** | June 2022 |