

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>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.</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:	Case Worker
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To support clients in the provision of welfare support, in particular the provision of services addressing homelessness and Domestic and Family Violence issues.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> 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. Ensure clients affected by Domestic and Family Violence are given support to develop an individual safety plan where required. 	<ul style="list-style-type: none"> All referrals are responded to & appropriate clients are supporting by the program. Thorough registrations are conducted and all required paperwork is completed and put on file. Safety and support needs for women and children escaping Domestic and Family Violence are met in a timely manner. Clients are thoroughly inducted into the service and their immediate accommodation needs are met.

<ul style="list-style-type: none"> • Support the urgent accommodation needs of clients who enter the service, including the use of the no wrong door referral and advocacy. • Ensure clients are supported and have access to basic needs whilst in temporary accommodation. • Work with clients to create individualized support plans including referral to supplementary services as needed. • Provide ongoing case management sessions with clients and review progression against case plans and provide informal counselling as required. • Assist clients in the process of transition out of the service into independence or other services. • Support a client centred approach to support client's immediate and long term goals and needs within the provisions of the program. • Work with the Linker Program to ensure that afterhours emotional support and care packages are available to women and children in temporary accommodation. 	<ul style="list-style-type: none"> • Support plans are created for all clients in line with Mission Australia best practice and reviews are completed and kept on file. • Ongoing support is provided for client that meets individual needs and situation. • Clients are effectively transitioned out of the service where appropriate and offered ongoing support where required. • A client centred approach is maintained throughout all service delivery functions.
Key Result Area 2	Program Support & Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and maintain relationships with internal and external stakeholders & service partners, both government and non-government including: Police, FaCS, Health, Link2Home and temporary accommodation providers. • Liaise with co-workers, Community Partners and external agencies for the purpose of consultation, referral, service networking, training and community development and advocacy for families. • Ensure services are consistent with the program's Service Delivery Schedule. • Participate in direct supervision with Program Manager and various case worker meetings to discuss clients and the program. 	<ul style="list-style-type: none"> • Effective relationships are created resulting in positive outcomes for clients and the service, and opportunities are utilized for the enhancement and promotion of MA and our clients. • Staff are aware of service processes and program guidelines and ensure KPIs are being met in line with the Service Delivery Schedule. • Case management processes are implemented and adhered to. • External meetings and case conference reviews are attended, where appropriate, and effective advocacy is undertaken where needed. • Active contribution is made to the development of the program including

<ul style="list-style-type: none"> • Fulfil mandatory reporting requirements as per FACS and MA policies and procedures. • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff. • Participate actively in Quality Improvement through completion of scheduled activities & being aware of process or service improvements. 	<p>participation in staff training and development.</p> <ul style="list-style-type: none"> • Opportunities are identified for improvement within the service and presented to management as required.
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update individualized 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 other administrative duties for the efficient running of the service including statistics, data entry, reports, referral letters, risk assessments, goals plans etc. • Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance with MA policy and procedures. • Mission Australia's Community Services Information Management System (MACSIMS) is completed and updated in a timely manner. • Attend regular staff meetings, both for program and for site. • Work in conjunction with local and National Office administration in regards to finances, invoicing and other financial obligations. • Undertake other duties as reasonably requested by the Program Manager/ Area Manager or Regional Leader. 	<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. • All required reports are prepared correct and on time. • All required administration tasks are completed accurately and in a timely manner. • All clients are entered into Mission Australia's Community Services Information Management System (MACSIMS).

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

Qualification, knowledge, skills and experience required to do the role

- 2-year diploma in social work or higher or relevant experience in the human services industry.
- Knowledge and experience working with client issues relating to homelessness including domestic violence, substance abuse, mental health etc.
- Computer literate in a windows environment.
- Excellent oral and written communication skills.
- Demonstrated ability to work effectively as part of a team.
- Senior First Aid Certificate or willingness to obtain.
- Current NSW Driver's License.



Key challenges of the role

The ability to provide case management 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 clients escaping Domestic and Family Violence.

Compliance checks required

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

Approval

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Manager name	Approval date