

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 Collaboration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Family Intervention Specialist
Division:	Service Delivery
Reports to:	Program Manager, Youth on Track
Position Purpose:	The Family Intervention Specialist will provide counselling and mentoring support to case managers who are delivering Collaborative Family Practice within Youth on Track program at Blacktown

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

Key Result Area 1	Case Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to case manager referrals and conduct assessments in a timely manner and according to service guidelines. Deliver intensive case management support in collaboration with the case manager 	<ul style="list-style-type: none"> All case manager referrals are processed within required timeframes Case manager is supported in his/her practice as per program guidelines

<ul style="list-style-type: none"> • Develop comprehensive case plans in collaboration with the case manager on addressing the young person's individual criminogenic needs as identified through the YLS/CMI-AA assessment and increase pro-social behaviour • Regularly review individualised and family case plans in collaboration with the case manager for each client working towards their goals. <p>Support Case managers to identify suitable families to participate in Collaborative Family practice</p> <p>Support Case managers to further develop their reflective practice in planning and evaluating their implementation of Collaborative Family Practice</p>	<ul style="list-style-type: none"> • Each young person has an individual and family case plans with identified goals, which are regularly reviewed according to service guidelines • Plans will address issues including, but not limited to: living and coping skills; welfare needs; interpersonal and social skills; health; education; risk behaviours , recreational needs, and family relationships • Client case reviews with the case manger are conducted as per program guidelines • Families in Youth on track are identified and engaged to work with case managers in Collaborative Family practice • Collaborative Family Practice is delivered with integrity reflective of the intended evidence based program
Key Result Area 2	Counselling and Mentoring Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Autonomously schedule and teach evidence based Collaborative Family practice to case managers of the Youth on Track program • Identify potential improvements in counselling and mentoring service provision to case managers, and participate in and implement all continuous quality improvement activities within the service to ensure compliance with service standards • Develop an effective working relationship with local community groups, and other relevant 	<ul style="list-style-type: none"> • Group and individual programs are successfully facilitated as per schedule • Case managers are actively involved in Collaborative Family practice • Continuous quality improvement is enhanced through constant analysis and improvement of counselling/mentoring service provision • All communication to other agencies is professional and constructive at all

government and non-government agencies	<p>times. There is participation in allocated interagency activities</p> <ul style="list-style-type: none"> • Mission Australia and its staff are respected members of the local service network
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Document clear and concise records within Mission Australia and data systems including case records and service plans, statistics and outcomes and submit reports where required • Record and submit accurate and appropriately detailed information to support program outcomes • Manage and administer a number of tasks in a coordinated, efficient and timely manner • Adhere to procedures relating to client services, data collection and financial management 	<ul style="list-style-type: none"> • All client files and service plans, including case notes, are maintained to the appropriate program standard and according to MA policies and procedures. • Data is provided to the Program Manager as requested • Program tasks are being delivered in an accurate and coordinated manner • Accurate and detailed information is recorded supporting all program deliverables
Key Result Area 4	Professional Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Attend and actively participate in program specific training and courses related to Youth on Track and Mission Australia • Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships 	<ul style="list-style-type: none"> • Required training and courses have been actively attended and there is a demonstrated understanding and increase in knowledge of the Case Management within Youth on Track • Participate in Mission Australia performance management and development processes

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
- Work in a way which is non-judgemental, compassionate, patient and empathic, and demonstrate belief in people's ability to recover

Recruitment information

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

- Be a registered psychologist with full APHRA registration or a social worker registered with AASW or a counsellor accredited with Australian Counselling Association
- At least two years' experience in their respective fields
- Experience with counselling and mentoring using the Collaborative Family Practice model
- Working with Children's Check
- Minimum Class C Drivers Licence
- Effective listening and communication skills
- Computer literacy, including the ability to use Microsoft Office
- Demonstrated understanding of best practice criminogenic interventions related to behavioural and rehabilitation supports, the impact of substance use and knowledge of mental health issues
- Actively support MA's Reconciliation Action Plan, and demonstrate the ability to work with people from diverse cultural backgrounds
- Positively and constructively represent our organisation to external contacts at all opportunities
- Ability to travel between locations and provide outreach support to clients
- Demonstrated ability to work independently and as part of a team



Key challenges of the role

- Managing a complex caseload of participants with diverse needs
- 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.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>

Approval

Manager name	Approval date
Tharid Ali	10/03/2020