

Mission Australia

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| 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 Detail

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| Position Title | Lived Expertise Worker |
| Classification | Community Service Employee |
| Level | Level 3 |
| Function: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | <p>The Psychosocial Support Service aims to strengthen the capacity of Consumers to live independently, safely, and productively in their community, form meaningful connections in a supportive environment, and reduce the need for acute care.</p> <p>This position requires the utilisation of your personal knowledge and skills, gained from overcoming the impacts of mental health challenges to provide support and act as a resource to Consumers in strengthening their own recovery resources. Your resource work will support both individuals and groups, in conjunction with other Mission Australia service providers and team members, within the specific program requirements and values of Mission Australia</p> |

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

| Key Result Area 1 | Consumer Support |
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| Key tasks | Position holder is successful when |
| <p>Under direct supervision undertake basic day to day support of Consumers from a lived expertise framework:</p> <ul style="list-style-type: none"> • Acting as a powerful role model and evidence of the reality of recovery to foster hope, self-management and social inclusion. • Orientate new and prospective Consumers to the program. • Assist Consumers to understand their rights and responsibilities of accessing the service. • Assist Consumers, along with senior employees, to identify, express and negotiate their needs and expectations of the program. • Assist senior employees in providing support to Consumers, through lived expertise practices (individual and group) that are focussed on supporting people to strengthen their own personal recovery resources over adversity. • Work as part of a team to support Consumers to identify and activate their on wellbeing initiatives, within a pre-identified service plan. • Work as part of a team provide Consumers with information and resources about recovery, lived expertise narratives and peer networks. • Support Consumers in researching and accessing information about their local community initiatives and activities that may assist their recovery. • Outreach or community based support may be required. • Encourage and support Consumers to access new community based opportunities, under direct guidance from higher classified workers. | <p>Position Holder presents as a positive role model for participants:</p> <ul style="list-style-type: none"> • Consumers are clear in the purpose of the program. • All referrals are responded to, and Consumers are orientated to the service, feel welcomed and are clear about their rights and responsibilities. • Consumers have identified specific vulnerabilities that they wish to access support to become stronger in mastering. • Consumers have co –designed a service plan with the position holder and others workers involved in providing support • Consumers are provided with intentional support by the position holder. • The support provided is rated as being useful in supporting a person to master their pre identified vulnerabilities . • Consumers report that the position holder’s sharing of experiences is both appropriate and helpful to their recovery process. • The position holder is aware of feedback from consumer about their direct support to people and the program’s effectiveness and passes this information onto their supervisor in a timely manner. • Consumer emergencies or serious behaviour issues are responded to promptly, and emergency support is engaged where needed. • Supervisors are alerted to any difficulties in a timely manner. • Personal support is provided where needed in an effective and safe manner. • All required paperwork is completed and on file. |

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| <ul style="list-style-type: none"> • Support Consumers to reflect on the usefulness of the support to their recovery through both formal and informal mechanisms. • Engage with Consumers that enable trusting and professional relationships to form whilst respecting the worker /consumer boundaries. • Share experiences with Consumers that are facilitative to their recovery process. • Respond to any emergency issues or dangerous situations by gaining the support of senior employees or internal or external support services. • Assist senior employees in the provision of practical supports safely. • Complete , as required, initial registrations for Consumers, including all necessary paperwork and application forms. • Complete individual documentation, records of service provision in accordance to Mission Australia's policies. | |
| Key Result Area 2 | Administration & Compliance |
| Key tasks | Position holder is successful when |
| <p>Undertake basic administrative and computer skills to complete reports, file entries and basic program statistics, working under direct and regular supervision in accordance with instructions:</p> <ul style="list-style-type: none"> • Under supervision, document the lived expertise support provided in accordance with the person's service plan and the Mission Australia lived expertise practice framework in a timely manner. • Ensure that all required internal and external consumer 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 | <ul style="list-style-type: none"> • Consumer 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. |

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| <p>maintains the relevant accreditation standards.</p> | |
| <p>Key Result Area 3</p> | <p>Program Support</p> |
| <p>Key tasks</p> | <p>Position holder is successful when</p> |
| <p>Under direct supervision exercise initiative while undertaking duties to support the needs of the program and refer complex issues to a supervisor:</p> <ul style="list-style-type: none"> • Prepare for and access line and practice supervision on a regular basis in line with Mission Australia's supervision policy. • Under direct supervision contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, training and development of staff and assisting to lower classified staff as required. • As required participate in or co-facilitate group work under direct supervision ,around lived expertise issues , relevant to individuals and families. • Participate actively in Continuous Quality Improvement through completion of scheduled activities and consistently being aware of process or service improvements, especially as it relates to lived expertise service delivery issues. | <ul style="list-style-type: none"> • Issues dealt with in a timely manner. • Facilities are kept in an appropriate and safe manner. • The service delivery provided is of a high quality and consistency. • Active contribution is made to the development of the program including participation in staff training and development. • The service complies with all OHS/Risk and internal and external policy and procedure. |
| <p>Key Result Area 4</p> | <p>Relationship Management</p> |
| <p>Key tasks</p> | <p>Position holder is successful when</p> |

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| <p>As required engage with internal and external services, and stakeholders, to promote the perspectives of lived expertise:</p> <ul style="list-style-type: none"> • Under direct supervision, seek feedback from Consumers as to the usefulness and effectiveness of lived expertise support and provide such feedback to relevant senior employees and managers. | <ul style="list-style-type: none"> • Strong relationships are formed resulting in beneficial outcomes for all parties. • organisation is positively represented by external contacts at all opportunities. • Lived expertise service provision is valued by Consumers, the wider Mission Australia organisation and external stakeholders. • Email and phone communication between stakeholders are continually upheld. |
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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 consumer service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Personal Capabilities

- Identifies with a personal experience of overcoming adversity
- Able to model recovery principles within their own life. (e.g. sense of Hope, personal control, connectedness, active sense of self and discovery)
- Able to articulate their personal efforts in overcoming their adversity.
- Able to articulate learning from their personal overcoming experiences to their lived expertise role.

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

- A minimum of certificate III in Individual support plus twelve months experience or Certificate IV in Peer Work with less than twelve months experience work. **OR**
- Two (2) years of direct lived expertise work without formal qualifications (paid or volunteer), and has completed non accredited training relevant to the lived experience role e.g. Intentional Peer Support, Emotional CPR, Introduction to Recovery Training
- 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 Consumers from a lived expertise framework
- 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-driven 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 Consumers who are facing challenges and multiple barriers.
- Ability to work along team members who may not have a lived expertise of overcoming adversity
- Managing the professional boundaries required in the role whilst working within the parameters of the Mission Australia lived expertise practice framework and the Mission Australia values and policies.
- Manage a range of tasks, including those that fall outside the Mission Australia Lived expertise practice framework, in order to provide the support required for Consumers within the service.
- Managing a hectic atmosphere and confronting consumer issues.
- Managing working alongside team members who may not have a lived expertise

Recruitment information

Working with Children ☒

National Police Check ☒

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| First Aid Certificate | <input checked="" type="checkbox"/> |
| Evidence of COVID-19 Vaccination | <input checked="" type="checkbox"/> |
| Driver's Licence | <input checked="" type="checkbox"/> |

Approval

Manager name

Rachelle Elphick

Approval date

19/11/2021