

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That’s why we stand together with Australians in need, for as long as they need us.</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:	End homelessness and ensure people and communities in need can thrive.

## Position details:

Position Title:	<b>Program Support Worker</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services
Level:	Level 3
Business Unit/Program:	Community Services Employee
Reports to:	Program Manager
Position purpose:	To support the planning and deliver of programs and activities across all MA services. This position will ensure that program resources are available and that Case Work and Program Facilitation staff are best supported to meet the needs of participants. The role will focus both of case work and community engagement.

## Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li> <li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies, procedures and supporting documents to practice as required by the role.</li> </ul>	<ul style="list-style-type: none"> <li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li> <li>• Sound application of policy to child and youth safe practice is demonstrated.</li> </ul>

<ul style="list-style-type: none"> <li>Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<ul style="list-style-type: none"> <li>Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<b>Key Result Area 2</b>	<b>Client Support and Supervision</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Maintain acceptable standards of client conduct in accordance with the program's established rules.</li> <li>Establish positive working relationships with clients across the services to support case workers, as needed, with achieving case plan goals.</li> <li>Ensure that the group facilities are maintained in a tidy and hygienic condition at all times.</li> <li>Report client illnesses or injury to facilitate any necessary treatment or first aid.</li> <li>Clients are supported when attending court and/or other meetings</li> <li>Develop comprehensive case files for clients, ensuring that all documents are completed and records are detailed, accurate and factual.</li> <li>Liaise with the Department of Youth Justice and Support Services to enable the necessary support and referral of the client.</li> </ul>	<ul style="list-style-type: none"> <li>Clients are supported in their progress towards targets with positive outcomes achieved.</li> <li>When needed, clients are supported to complete or access activities related to case plan targets.</li> <li>Clients comply with internal and external regulations with minimal non-compliance maintained.</li> <li>Client incidents are documented and addressed in a timely and effective manner.</li> <li>Full compliance with reporting policies and procedures is achieved.</li> <li>Provide support at court to clients and/or youth attending court to provide information about Mission Australia services</li> <li>All required paperwork is completed and put on file.</li> <li>Strong and ongoing relationship are developed with Department of Youth Justice and Support Services allowing clients to be effectively assisted and supported.</li> <li>Appropriate services and programs are sourced to support clients.</li> <li>Ongoing support is provided for clients that meets their needs and situation.</li> </ul>
<b>Key Result Area 3</b>	<b>Program Development and Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Support the facilitation of group-based programs</li> <li>Ensure that Program Folders are in place for each program / activity</li> <li>Actively participate in the running of programs where appropriate</li> <li>Support the development and organisation of appropriate group and individual programs</li> <li>Provide support to staff to deliver specifically developed programs</li> <li>Participate in staff meetings, workshops, training courses as required, to improve</li> </ul>	<ul style="list-style-type: none"> <li>Evidence based intervention programs and other prosocial / psychosocial activities are delivered as per the required schedule; facilitation maintains the integrity of the program and meets the needs of the individual clients</li> <li>Fortnightly forward planning schedule developed and maintained</li> <li>Programs are developed to meet the needs of individual clients participating in the service.</li> <li>Programs may be designed around goals identified through case planning or other intervention.</li> </ul>

<p>professional knowledge and skills and the overall service quality offered at the service.</p> <ul style="list-style-type: none"> <li>Community events and activities are supported by MA.</li> </ul>	<ul style="list-style-type: none"> <li>Programs folders follow the required layout with all relevant information available and up to date.</li> <li>Trained staff are supported to deliver programs where appropriate e.g. Living skills or communication</li> <li></li> </ul>
<b>Key Result Area 4</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Ensure that all required internal and external records are completed and recorded.</li> <li>Undertake a range of duties to support the development of participant referrals, interaction with other service providers, appointment setting and advocacy internally and externally.</li> <li>Complete a range of internal and external reports as required.</li> <li>Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, case studies etc.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate participant records are maintained in a timely manner and kept up to date to the required standard and specifically in relation to progress and outcomes;</li> <li>Reports are accurately completed within required timeframes.</li> <li>Program Good News Stories are completed and provided.</li> <li>Case notes for groups are completed within the required timeframe</li> <li>Program folders to be kept up to date</li> <li>Legislation and MA policies are complied with, including a commitment to the safety wellbeing and best interests of children and young people.</li> <li>Assist in additional administrative supports as needed</li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## 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 (e.g. Financial, HR, etc.)

- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

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

- Tertiary Qualification and/or relevant experience in the human services industry.
- Experience in case management and the delivery of living skills and / or parenting programs.
- Knowledge and understanding of issues facing vulnerable families and their children.
- Computer literate in a Windows environment.
- Excellent oral and written communication skills.
- Current Driver's Licence.

### Key challenges of the role

- Managing challenging behaviours; applying appropriate boundaries and consequences where necessary, and assisting clients to develop key skills in interpersonal relationships, organisation of multiple programs simultaneously.

## Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

## Approval

April 2023

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Manager name

Approval date