

## 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:	Mental Health Case Manager – Integrated Mental Health Service Pilbara
Division:	Service Delivery
Reports to:	Program Manager – IMHS Pilbara
Classification:	Community Services Employee – Level 4 Mission Australia Service Delivery Enterprise Agreement 2016 – 2019
Position Purpose:	To provide effective counselling interventions and holistic case management support to people in the Pilbara who experience mental health concerns.

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

Key Result Area 1 – Counselling	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Respond to referrals of consumers to the service from internal and external support services and conduct over-the-phone and formal face-to-face assessments of suitability for support using the tool provided and in compliance with funding body requirements.</li> <li>Undertake initial assessments for consumers, including all necessary paperwork and application forms.</li> <li>Work with consumers to create individual recovery plans including referral to supplementary services as needed.</li> </ul>	<ul style="list-style-type: none"> <li>All referrals are responded to and appropriate consumers are selected for the program.</li> <li>Thorough assessments are conducted and all required paperwork is completed and put on file.</li> <li>Individual recovery plans are created for all consumers in line with Mission Australia's National Case Management Approach.</li> <li>Counselling support is provided for consumer that meets their individual needs and situation.</li> </ul>

<ul style="list-style-type: none"> <li>• Provide ongoing counselling and case management sessions (formal and informal) with consumers and review progression against individual recovery plans.</li> <li>• Develop, implement and review culturally appropriate individualized recovery plans for each consumer addressing issues including, but not limited to, living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships.</li> <li>• Other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Group activities are conducted for consumers as appropriate.</li> <li>• All consumers have an individual recovery plan developed in a style appropriate to their needs.</li> </ul>
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<b>Key Result Area 2 – Relationship Management</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Develop strong internal relationships with consumers and stakeholders that contribute to the effective functioning of the service and improved outcomes.</li> <li>• Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in the receipt of information and referral of consumers.</li> <li>• Participate in marketing with existing and new referral agencies.</li> <li>• Other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong external relationships are developed resulting in improved service functioning and service outcomes.</li> <li>• Strong external relationships result in effective interaction with the service and appropriate referral of consumers.</li> <li>• Positive relationships are built with referral agencies and referrals are received from these agencies.</li> </ul>

<b>Key Result Area 3 – Administration</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Create and update individualized case management files for all consumers in line with Mission Australia protocols and ensure that all required internal and external consumer paperwork is completed and copies kept on file.</li> <li>• Maintain a thorough knowledge of IPMHC and Mission Australia guidelines.</li> <li>• Undertake a range of case management duties to support the development of consumers including referrals and support letter, interaction with other service</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Activities reflect the current guidelines.</li> <li>• Consumers are provided with practical case management support to meet the individual needs.</li> <li>• All required reports are prepared correct and on time.</li> </ul>

<p>providers, appointment setting and advocacy internally and externally.</p> <ul style="list-style-type: none"> <li>• Complete a range of internal and external reports relating to consumers including case management statistics, feedback summaries and yearly outcome reports.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.</li> <li>• Other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul>
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<p><b>Key Result Area 4 – Program Support</b></p>	
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Provide a positive image of Mission Australia within the local community and within the mental health sector.</li> <li>• Maintain and submit relevant documentation in accordance with deadlines.</li> <li>• Contribute to the achievements of agreed program capacity benchmarks.</li> <li>• Develop strong and ongoing relationships and work in partnership with co-workers and other agencies/professionals within a collaborative framework that is based on the principles of effective communication, mutual respect and trust.</li> <li>• Develop a safe working environment for yourself, colleagues, consumers and visitors by applying Work health and Safety principles and the implementation of safe work practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Participating in orientation and induction process; has developed an understanding of organisational policy and procedures; maintains professional integrity, demeanor and appearance.</li> <li>• Allocated activities are completed within timeframes.</li> <li>• Documentation is maintained in compliance with funding body requirements, Mission Australia and program policy and procedures.</li> <li>• Benchmarks are met in regards to initial planning meetings, case load, individual sessions, group provision, and program policy and procedures.</li> <li>• Active contribution is made to staff and team meetings and informal discussions are initiated with other staff and Service Manager.</li> <li>• WHS orientation is completed on time; participation in mandatory and other relevant in-service (internal &amp; external) training is maintained.</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 (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

- Degree in Psychology or relevant tertiary qualifications in human services.
- Proven ability to relate to homeless and disadvantaged young people, including an understanding of drug and alcohol abuse and mental.
- Current driver's license class C.
- First Aid Certificate or willingness to obtain.
- Experience in case management.
- Proven ability to work with other agencies.
- Computer skills in a Microsoft Office environment.
- Excellent communication skills both written and verbal.
- Extensive knowledge of mental health issues, substance use treatment and working with people in region/remote areas.
- Knowledge and understanding of the non-government mental health sector.
- Demonstrated computer literacy including the suite of Office programs.
- Strong interpersonal skills and problem solving capabilities.
- Ability to handle multiple tasks and competing interests.
- Ability to deal with ambiguity and complexity.
- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.

**Key challenges of the role**

- Dedication and commitment to start up and develop a service in a challenging location.
- Flexibility to develop clinical policies and practices while delivering the service.

**Compliance checks required**

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"/>	_____

**Approval**

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**Manager name** **Approval date**