

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	School Attendance and Community Support Worker
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 3
Program:	Remote School Attendance Strategy
Reports to:	Programs Manager - Meekatharra
Position Purpose:	<p>To support young people, parents, families, local organisations and agencies, as guided by the RSAS Attendance Activity Plan, to attend school regularly, on time and for a full day of school.</p> <p>Provide Emergency Relief to community members experiencing financial hardship and other general administrative duties, including working under the direction of to the Program Manager to support the financial responsibilities and data entry.</p>

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

Key Result Area 1	Service User Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Adhering to the RSAS Attendance Activity Plan, support young people and their families to attend school each day, on time and remain there for the school day;Work with families to develop family plans to address the challenges that inhibit young people attending school;	<ul style="list-style-type: none">Attendance Activity Plan is adhered to and there is evidence school attendance is increasing;Family plans are developed and agreed with parents and students;

<ul style="list-style-type: none"> • Work collaboratively with the school and other agencies to identify and work with young people most at risk of non-attendance; • Perform daily, weekly and periodic tasks, including morning and afternoon bus runs, food preparation, after school and holiday activities, access to school uniforms and help deliver rewards and incentives for young people and their families with increased school attendance; • Coordinate the weekly Emergency Relief service in Meekatharra including making appointments, assessments, distributing goods and other brokerage funds; • Data entry and tracking expenditure; • Respond to and refer a range of queries and requests from community members 	<ul style="list-style-type: none"> • Students at risk of low or no school attendance are identified and supported, with their families, to attend school; • Daily, weekly and periodic tasks are completed to support the continuous operation of RSAS and assist young people and their families attend school; • Emergency Relief operates in an ordered and professional manner, including accurate and timely data entry and in accordance for weekly budget allocations; • Data entry and expenditure tracking is undertaken accurately and in a timely manner; • Enquiries from community members are responded to professionally and in good time.
Key Result Area 2	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Participate in a range of community meetings to share information to highlight the needs of families to increase school attendance; • Actively participate in supervision, learning and development programs and peer development activities as required; • Participate in community activities and events to increase awareness of the benefits of acquiring an education; • Assist in the coordination of financial processes; • Manage incoming phone calls, collect mail, respond to queries and be a point of contact at the Mission Australia office in Meekatharra. 	<ul style="list-style-type: none"> • Effective contribution is made to relevant community forums to improve the position of families in the community; • Development activities are fully engaged in; • Provide effective community education and participate in community events as required; • Assistance is provided to manage on-site finances accurately, with all records kept up to date; • All face to face, electronic and telephone enquiries are responded to in a timely manner.
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop strong internal relationships to contribute to the effective functioning of the service and improved outcomes; • Develop strong relationships with key external stakeholders including Meekatharra District High School, the Department for Communities, WA Police, Youth Justice, the Meekatharra Youth Centre and other service providers to assist young people and families with information, support and referral in order to increase school attendance; • Actively promote RSAS across all relevant providers in the region. 	<ul style="list-style-type: none"> • Strong internal relationships are developed resulting in improved service delivery and service outcomes; • Strong external relationships result in effective interactions and information sharing to increase school attendance • Positive relationships are built with local and regional agencies.

Key Result Area 4	Administration and Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Collect, maintain and share clear, accessible and up-to-date data on relevant client information management system and RSAS forms; Provide the RSAS Coordinator and Program Manager with information to include in six-monthly progress reports and annual activity plans; Adhere to all relevant internal and external policies and procedures, statutory and contractual requirements, including confidentiality; Engage in evaluation activities where required; Provide timely feedback to the RSAS Coordinator and Programs Manager on local risks, issues and opportunities. 	<ul style="list-style-type: none"> Data is collected and entered daily; Information for reports, activity plans and statistics are submitted accurately and on time; All relevant internal and external policies, including client confidentiality, is adhered to at all times; Regular reviews of RSAS ensure and provide opportunities for continuous improvement; Information is regularly shared with the RSAS Coordinator and Program Manager in team meetings and other communication forums

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.);
- 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;
- 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

- Associate Diploma with relevant experience or other appropriate qualification/experience acceptable to Mission Australia;
- Experience working with young people within a community service or education setting;
- Ability to engage and work with all members of the community, including young people, parents, grandparents, carers and other family members;
- Ability to engage with local groups and organisations, particularly the Meekatharra Aboriginal Reference Group, agencies, local organisations and the school;
- The ability to respond to people experiencing financial distress with available supports.
- Demonstrated ability in effectively managing multiple administrative tasks;
- Strong interpersonal skills and the ability to communicate, particularly with Aboriginal and Torres Strait Islander people;
- Computer literacy and data entry skills;
- Experience working as part of a high performing team
- Ability to provide information, advocacy, referrals and support as required;
- Punctual and reliable and able to role model effective and professional work practices;
- Familiarity with financial processes including invoicing;
- Ability to deliver service outcomes on time and compliant with funding requirements

Key challenges of the role

- Remaining focused and motivated while working autonomously and within a team in a varying environment;
- Addressing issues or challenges facing the community in order to achieve desired outcomes;
- Working with families experiencing intergenerational trauma;
- Working with external partners to negotiate successful outcomes for individuals and families.

Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Driver's Licence ☒

Other (prescribe) ☐

Approval

Linda Richardson

05 November 2020

Manager name

Approval date



