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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.  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.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce risk to vulnerable children by strengthening families and communities. |
| **Position Details:**  Position Title: Integrated Family Support Worker (IFSS) | |
| Status: | Part time- fix term |
| Reports to: | Program Manager |
| Position Purpose: | Provide support and informal counselling within a managed case plan to families at risk; to promote the safety, stability and well-being of vulnerable children, young people and their families. To build child, family and community capacity and resilience. |
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**Position Requirements (Key activities for the role)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Client Support** | | **Key tasks** | **Position holder is successful when** | | * Respond to referrals from Intake within 5 working days of referral. * Develop strong rapport with clients over the phone and face to face in order to gain their trust and allow the provision of assistance. * Conduct introductory meetings/conversations with families to determine needs, issues, hopes and preferences etc. and complete all required service paperwork. * Schedule and conduct ongoing case management sessions with whole families or individuals that is intervention goal focused. * Monitor the level of risk to the children. * May be required to develop and conduct a range of groups and information sessions for families on a range of topics relevant to families. * Provide further assistance to families where necessary, and document any spending. * Conduct ongoing assessment of the needs of the family to determine the continuing need for counselling services and referral to other services as needed. | * Referrals are responded to in a timely manner. * All required service paperwork is completed and on file. * Needs and goals are identified. * Ongoing case management is provided for families where needed or referral is made to other appropriate continuing services. | | **Key Result Area 2** | **Relationship Management** | | **Key tasks** | **Position holder is successful when** | | * Develops trust and strong rapport with clients over the phone and face to face in order to provide appropriate assistance. * Develop strong and collaborative working relationships with Intake & Local Area Coordination in order to promote the open sharing of information conducive to positive participant outcomes. * Develop strong relationships with key external stakeholders including other service providers, community service workers and government agencies. * Participate in case conferencing activities. * Maintain good working relationships with colleagues and demonstrates responsibility for own actions. | * Effective rapport is built with participants resulting in willingness to accept assistance and intervention. * Reflection on practice to ensure continuous improvement of professional practice and self-care. * Proactively develops and sustains collaborative relationships * Strong internal relationships are developed resulting in improved service outcomes. * Strong external relationships result in effective interaction with service and appropriate referral of clients. * Cultivates good working relationships with colleagues and demonstrates accountability for own actions. | | **Key Result Area 3** | **Administration** | | **Key tasks** | **Position holder is successful when** | | * Create and update individualized case management files for all clients in line with Mission Australia protocols. * Ensure that all required internal and external client paperwork is completed and recorded. * Undertake a range of case management duties to support the development of client referrals, interaction with other service providers, appointment setting and advocacy internally and externally, referral to active monitoring or exit   Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals and case plan, Social outcomes measure | * Case management files are created in a timely manner and to the required standard and updated regularly. * All paperwork is accurately completed and kept as required. * Clients are provided with practical case management support to meet individual needs. * All required reports are prepared correctly and on time.   All required administration tasks are completed accurately and in a timely manner. | | **Key Result Area 4** | **Compliance/ Professional Development** | | **Key tasks** | **Position holder is successful when** | | * Record all required information in MACSIMS system and internal data bases in a timely and accurate manner. * Comply with all internal and external policies and procedures including contractual obligations, OHS, Privacy and Standards. * File all hard copy files as per requirements * Incorporate personal input into IDP (individual development plan) * Actively contribute to Team meeting conversation and research. * Demonstrate the ability communicate learned information to the greater team. * Demonstrate the ability to be self-reflective.   Demonstrate the ability to provide accurate feed-back | * Participant’s information is logged into systems as per policies and procedures. * Mission Australia policies and procedures are adhered to. * Compliance with funding body and regulatory guidelines. * All client files are accurate, up-to-date and kept in accordance with Mission Australia policy and procedures. * Identifies appropriate training within the scope of Mission Australia * Attend and accurately relay information from appropriate training.   Provide personal insight through good self-reflective practise. | | **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 Occupational 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. | | |
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * A Degree or Diploma in Social Work/Social Science or a minimum of three years’ experience in a similar role * Demonstrated experience in engaging and working therapeutically with children and families * Demonstrated understanding of infant, child and adolescent development * Ability to network and develop effective working relationships * High level written and verbal communication skills * Ability to work co-operatively in a small team environment and independently * Computer Literacy in a Windows environment and other document management systems * Current and valid driver’s license * Understanding of the Disability, Child, Youth and Family Services Sector, including Child Safety Services, the requirement of the children, Children, Young Persons and Their Families Act 2013, and other key legislative reforms * A senior First Aid Certificate * Willingness to undertake a Police and Working with Children check. * Working with Vulnerable People Check |
| **Competencies**   * Personal effectiveness * Team positive cultural building * Relationship management * Client focused * Accountability * Organisational awareness * Results orientation * Program delivery * Strategic capability * Values alignment   **Key challenges of the role** |
| * Providing Child and Family Case Management and early intervention Services. Encouraging self-identified goal setting, provide motivation to complete these goals. |

**Approval**

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