

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:	Family Support Worker (CSE Level 4)
Division:	Community Services
Reports to:	Program Manager
Position Purpose:	To facilitate effective sustainable change in families experiencing multiple and complex needs in order to reduce immediate risk to child safety and wellbeing, to minimise or prevent children entering or re-entering the statutory child protection system and support families during reunification.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Ensure the safety of children is foremost in all case planning, actions and thinking; Respond to referrals from the Department of Communities; Participate in weekly intake and assessment/case review meetings with all FSW across the region to monitor case load and discuss planned activities; Engage families with departmental case workers to explain the program and undertake professional assessments to jointly determine critical/ immediate need as per priority guidelines; 	<ul style="list-style-type: none"> All Family Support Workers act to ensure the safety and wellbeing of children increases; All referrals are responded to and are assessed; All referrals are discussed at weekly assessment meetings and case plans are reviewed with IFSS staff and periodically with the family; All assessments are completed with families in a timely manner to determine risks and priority areas while all parties are aware of their rights, responsibilities and confidentiality;



<ul style="list-style-type: none"> • In discussion with the SFSW, the Department and families, ensure the safety concerns for the child are foremost in the development and implementation of support plans; • Actively work with families to create individualised support plans including referrals to supplementary services; • Provide intensive ongoing case management within the Strengthening Families framework to address challenging issues or relationship breakdowns; • Participate in monthly case review meetings with all FSW, the Department of Communities and other services if required; • Assist individuals and families to transition from intensive family support into independence or other services; • In discussion with the SFSW, implement reflective practice processes and impact measurement initiatives to ensure there is ongoing client input and continuous improvement in service delivery. 	<ul style="list-style-type: none"> • Support plans clearly articulate actions and activities that need to be achieved in order to reduce risk and increase the safety and wellbeing of the child; • Engagement occurs with families in their home, a safe place, a Mission Australia office or other location nominated by the individual or family; • The strengths of the individual, family and community are identified and utilised to address critical and challenging issues in each household; • Case review meetings are held on a monthly basis whereby progression is discussed and measured against the support plan; • Individuals and families are effectively transitioned out of the service where appropriate and offered ongoing support from internal services; • Reflective practice processes are implemented and impact measurement surveys are conducted, which leads to continuous improvement in service delivery.
<p>Key Result Area 2</p>	<p>Program Support and Coordination</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Facilitate and develop relationships with services that work with and support children and families in collaboration with the Department; • Participate in monthly case review meetings between FSW and relevant Departmental staff; • Provide formal reports to the Department and informal reports as required; • Keep accurate and detailed case notes; • Network and build relationships with relevant community services agencies; • Contribute to the effective functioning and development of the service through involvement in specific projects, team forums, community education and awareness events; • 	<ul style="list-style-type: none"> • Relationships are developed and maintained with the Department and other services within the sector; • Meetings between the IFSS team and Department are held regularly to share information and review family progression; • Reports are completed according to content requirements and time frame; • Case notes are recorded accurately and with detail; • Regular networking occurs with relevant community services agencies across the region; • Active participation in local and regional network meetings, community events, education and awareness initiatives, presentations and training; •
<p>Key Result Area 3</p>	<p>Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including confidentiality, duty of care and WHS; • Maintain up to date, professional and complete case files, case notes, case management plans and reports; 	<ul style="list-style-type: none"> • All relevant internal and external policy are adhered to at all times; • Case notes, case management plans and case files are up to date and complete with successful audits in all cases;

<ul style="list-style-type: none"> Participate in all professional assessment and development programs as required to ensure professional standards are upheld. 	<ul style="list-style-type: none"> Professional standing is upheld and all relevant development activities are completed.
Key Result Area 4	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Create and update individual case management files for all families in line with Mission Australia protocols; Ensure all required internal and external paperwork relating to families is completed and copies kept electronically; Complete a range of internal and external reports relating to families and the program; Complete a range of administrative duties for the efficient running of the service including statistics, reports, referral letters, action plans etc. 	<ul style="list-style-type: none"> Case management files are created in required standard and updated regularly; All paperwork is completed and correct and kept as required; All required reports are prepared correct and on time; All required administration tasks are completed accurately and in a timely manner.

Workplace, Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves, families 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;
- Actively support Mission Australia as a Child Safe Organisation;
- 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;
- 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.
- 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

- Relevant degree with at least one years experience or Associate Diploma with relevant experience or less formal qualification (or working toward a qualification) with substantial years experience preferably in social work, human services and/or other social science discipline;
- Experience working within a child safe model of practice including an understanding of the definitions and indicators of child abuse and neglect;
- Experience working with families with complex issues and needs;
- Experience and skills in risk assessment, safety planning, crisis support, referral and advocacy;
- Good case management skills with the ability to create individualised case plans and undertake collaborative problem solving with families and other services;
- Ability to keep accurate and up to date records;
- Good report writing skills;
- Ability to work as part of a multidisciplinary team;
- High level of written and verbal communication, administration, computer and keyboard skills;
- Experience and knowledge of Aboriginal cultural systems and protocols;
- Readiness to work within the Mission Australia Values Statement.

Key challenges of the role

- Working with families in which children are at risk of harm;
- Working with families who may choose not to engage or address issues impacting on their lives and the lives of children;
- Engaging and motivating families with complex needs in a non-mandatory program;
- Working with external partners to effectively negotiate successful outcomes for children and families;
- Undertake travel to, from and between houses and provide informal counselling, education, practical support and case management;
- Balancing time spent on home visits and supporting families with completing administrative tasks.

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"/> |
| COVID-19 Vaccination completed | <input checked="" type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> _____ |

Approval: Elise Jorgensen

20/09/2022

Manager name

Approval date

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