

Mission Australia

About us: Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.

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.

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: End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title: Counsellor

Division: Community Services

Classification: Community Services Employee Level 4

Program: Psychosocial Support Service – Northern Sydney

Reports to: Program Manager

Position Purpose: Psychosocial Support Service is a non-clinical service, that provides recovery oriented support to people who are experiencing mental illness across the Northern Sydney PHN region. This support may include assistance with: daily living and housing; social connectedness; access to education, training or employment; physical wellbeing; and to maintain engagement with mental health treatment.

The counsellor will help consumers to achieve case plan/ recovery goals, and change that is sustainable. They will do this by offering a range of modalities during therapeutic sessions, that are aimed at managing mood, finding motivation, and learning to self-regulate.



Position Requirements

Key Result Area 1	Client Support
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Respond to referrals or approaches to the service from various government departments, other services, families or individuals in a timely manner. • Ensure that new referrals meet the service criteria, have a clear understanding of how the service operates and of the consent required to participate in data collection. • Conduct introductory conversations with clients that will identify issues, hopes and preferences and complete all of the required service paperwork. • Facilitate ongoing counselling sessions with individuals consistent with the service’s policies and procedures. Therapeutic interactions will be conducted in the office as well as in outreach locations, including client homes. • Develop caring, supportive and professional relationships with clients. • Assist clients to consider ways of enhancing family relationships and functioning in order to reduce levels of conflict and the risk of homelessness. 	<ul style="list-style-type: none"> • Referrals or walk-ins are responded to in a timely manner and assessed against the service criteria. • Referrals for new clients are accurately documented using appropriate client forms. • All client interactions are respectful, acknowledging that our clients are ‘expert’ in their own lives. • All client interactions are accurately documented using MA CONNECT client forms and filed as prescribed. • Support is provided to individuals and families in accordance with the Mission Australia guidelines with positive results and outcomes. • Relationships are created with external bodies for the development of the service and advancement of needs of clients. • Clients experience reduced levels of risk regarding conflict and homelessness. • Group sessions are conducted with a professional and well-structured approach, with quality outcomes and positive feedback.



<ul style="list-style-type: none"> • Develop quality relationships with a range of key stakeholders including clinical services, community organisations, community housing providers, and other relevant health professionals to allow for the effective provision of support and information to clients. • Develop, conduct and participate in a range of group work programs for clients on a range of relevant topics as directed. • Advocate on behalf of clients in a range of forums. • Provide unscheduled support to clients in times of crisis, including over the phone support. • Provide material assistance to clients where necessary and document any spending. • Engage in ongoing dialogue with clients to determine the continuing need for counselling services and explore the need for referral to other services as needed. 	<ul style="list-style-type: none"> • Advocacy is provided where appropriate and requested by clients. • Unscheduled support is offered to clients where possible in order to overcome crisis situations. • Material assistance is issued responsibly and well documented.
<p>Key Result Area 2</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Participate in a range of interagency meetings, steering committees and other forums in order to share information, best practice and highlight the needs of people living with mental health issues in the community. • Participate in the collection and collation of service related information for lodgement with management and the Sydney North Health Network. • Participate in clinical supervision, peer development and other opportunities for professional development as required. 	<ul style="list-style-type: none"> • Mutually respectful relationships facilitate a positive team culture. • Up to date knowledge of local community services facilitates active referral pathways into and out of the service. • All relevant internal and external stakeholders are actively engaged with • Actively participates and professionally represents in relevant meetings and networks. • Knowledge of local networks and ‘best practice’ is shared with other team members.



<ul style="list-style-type: none"> Contribute to review of WHS and service Policies and procedures. 	
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Key Result Area 3	Administration and Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Create client case files and conduct client risk assessments and liaise with Program Manager to ensure that work is undertaken in a safe manner. Work with clients to ensure they feel supported as they exit the service. Encourage exiting clients to participate in relevant data collection (including a post counselling questionnaire) and assist these clients by preparing a post counselling summary and relevant support letters. Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS. Ensure all appointments are entered into the shared electronic diary to accurately reflect worker location at all times. Maintain the supplied mobile telephone, ensuring it is fully charged and with the worker at all times. Ensure Mission Australia policies of mobile phone usage are observed at all times. Ensure all duties are carried out in accordance with Mission Australia WH&S and Community Services Policies & Procedures. Participate in regular performance review and supervision with Program Manager. 	<ul style="list-style-type: none"> All clients have a client service folder which is up to date and in line with MA guidelines. Risk assessments are completed and responsible action is undertaken with clients including referral to other services if deemed unsafe. Clients are properly exited from the program and feedback gathered. All relevant internal and external policy is adhered to at all times. The electronic diary is kept up to date and accurately reflects the worker’s whereabouts at all times. The mobile phone is kept charged which ensures that the worker is able to be contacted while providing outreach services. Information and advice is sought where necessary before carrying out new or unfamiliar work Observe and work within Mission Australia WH&S and CS policies and procedures.



Key Result Area 4	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • As directed exercise initiative and judgement in undertaking a range of program support activities including the completion of internal and external reports relating to clients, including case management statistics, feedback summaries and yearly outcomes reports. • Identify potential improvements in service provision to participants and participate in and implement all quality program activities within the service to ensure compliance with service standards. 	<ul style="list-style-type: none"> • Appropriate notes are kept for all clients in line with required MA and external standards. • Active participation is made to program improvement meetings. • Active participation in quality program activities. • Active participation training and supervision. • Effective cover is always provided across the program including providing relief duties when needed.

Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.

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

- Relevant degree with at least 1 years' experience (e.g. relevant four-year degree with at least 1 years' experience or relevant three-year degree with two years of relevant experience).
- Alternatively, employee may hold an associate diploma with relevant experience, a less formal qualification with substantial years of relevant experience or equivalent expertise gained through previous industry experience.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex clients.
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders.
- Well-developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances.
- An understanding from combined lived experience and professional development about factors that support recovery and a proven ability to use this to positively support others on their recovery journey.

Key challenges of the role

- Manage a range of tasks including those which fall outside of counselling to provide the support required for clients within the service. In addition, managing a hectic atmosphere and confronting client issues.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.



Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Evidence of COVID 19 Vaccination
- Driver's Licence

Approval

Jeni Hayes

7.09.2022

Manager Name

Approval date