

## 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: **Adolescent Caseworker/ Family Counsellor Reconnect**

Division:	Community Services
Reports to:	Program Manager
Position Purpose:	Provide early intervention support to young people at risk of homelessness or who are already homeless, and their families. This includes the provision of individual case management, counselling, family counselling, support, group work programs and provision of information and supported referral. Specific areas will be around accommodation, family relationships, school refusal, anxiety, depression and self-esteem.

## Position Requirements:

Key Result Area 1	Client Support
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>•To engage young people aged 12 -18 years who are at risk of leaving home, or are homeless</li> <li>•Undertake case work or counselling with young people and/or their families</li> <li>•Respond to referrals from government, Non-government services, schools, families or individuals.</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>•Referrals or walk-ins are responded to in a timely manner.</li> <li>•Thorough initial meetings are conducted resulting in appropriate families/individuals being entered into the program.</li> <li>•A client led approach is taken to the relationship and all required service paperwork is completed and on file.</li> </ul>

- Conduct an initial meeting with adolescents and/or their families to determine if they meet service criteria,
- Conduct introductory meetings/conversations with client and/or their families to determine issues, hopes, preferences and complete all required service paperwork.
- Schedule a conduct ongoing case management and/or counselling sessions with client and/or their families that is collaborative and client driven in an outreach or service environment.
- To provide client and/or their families with the support necessary to assist in the restoration of healthy relationships in the family and the wider community
- Develop caring, supportive and professional relationships with clients.
- Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients.
- Develop and conduct a range of groups counselling/ information sessions for families on a range of topics relevant to adolescents and families.
- Develop and conduct a range of case management meetings for client on areas off Advice Advocacy Referral (AAR) on housing, education and Centrelink
- Advocate on behalf of client and or their families in a range of forums including, Department of housing, schools and Centrelink and other services
- Provide unscheduled support to families in times of crisis including over the phone support.
- Provide material assistance to families where necessary through petty cash, and document and reconcile any expenditure
- Conduct ongoing assessment of the needs of the family to determine the continuing need for counselling services and referral to other services as needed.

- Support is provided for adolescents and families in accordance with the Mission Australia guidelines with positive results and outcomes.
- Professional and supportive relationships are forged with families in all situations.
- Influential relationships are created with external bodies for the development of the service and advancement of needs of families.
- Group sessions are conducted with a professional and well-structured approach, with quality outcomes and positive feedback from families involved.
- Advocacy is provided where needed.
- Unscheduled support is offered to families where possible in order to overcome crisis situations or alternative options for support are offered.
- Material assistance is issued responsibly and well documented.
- Ongoing counselling is provided for families where needed or referral is made to other appropriate continuing services.

<b>Key Result Area 2</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>•Participate in arrange of interagency meetings, steering committees and other forums in order to share information and best practice and highlight the needs of families and adolescents in the community.</li> <li>•Contribute to a range of community development and capacity building activities including preparing and conducting workshops and preparing information for external parties.</li> <li>•Collate and prepare a range of statistics and other program information for lodgement with management and the Department of Social Services</li> <li>•Actively participate in clinical supervision and learning and development programs and peer development activities as required.</li> <li>•Develop and maintain a supportive and co-operative team environment</li> <li>•Participate actively in service intake and staff meetings</li> </ul>	<ul style="list-style-type: none"> <li>•Effective contribution is made to relevant forums with consequent development in the service and the position of families in the community.</li> <li>•Contribution is made to community development activities and workshops.</li> <li>•Reports and statistics are submitted accurately and on time.</li> <li>•Development activities are fully engaged in.</li> </ul>
<b>Key Result Area 3</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>•Develop and update a client file for each family in line with MA guidelines.</li> <li>•Conduct initial risk assessments of client and/or their families to ensure it is safe to go ahead with the relationship. If deemed unsafe refer the family to other suitable support services</li> <li>•Coordinate and support the exit of client and/or their families from the program including preparing a post summary, post questionnaire and support letters.</li> <li>•Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS.</li> </ul>	<ul style="list-style-type: none"> <li>•All families have a client file, which is up to date and in line with MA guidelines.</li> <li>•Use of the MACSIMS program to co-ordinate client electronic file</li> <li>•Risk assessments are completed and responsible action is undertaken with families including referral to other services if deemed unsafe.</li> <li>•Families are properly exited from the program and feedback is gathered and analysed.</li> <li>•The YPC program is properly coordinated.</li> <li>•All relevant internal and external policy is adhered to at all times.</li> </ul>

## 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

- Client focus
- Excellent interpersonal skills including the proven ability to communicate effectively with young people and their families
- Ability to work effectively and equitably with all genders, cultures and disabilities
- Ability to work sensitively the needs of local Aboriginal and CALD communities
- High developed time management and organisational skills
- Proven ability to work co-operatively in a small team environment and independently
- High level written and verbal communication skills
- Computer literacy at an intermediate level and above
- Relevant tertiary qualifications
- An understanding of youth homelessness and other issues relevant to young people
- Demonstrated experience in working therapeutically in partnership with young people and their families
- Demonstrated experience in facilitating groups
- Demonstrated experience in counselling
- Demonstrated experience in case management

- Ability to network and develop effective working relationships at all levels of the community
- Willingness to work from a Strengths based perspective
- Current valid Driver's License

#### Key challenges of the role

- Balance of Case Management, Counselling and groups facilitation
- High Level of support required in Case Management and Counselling in outreach capacity

#### Compliance checks required

- |                         |                          |       |
|-------------------------|--------------------------|-------|
| Working with Children   | <input type="checkbox"/> |       |
| National Police Check   | <input type="checkbox"/> |       |
| Vulnerable People Check | <input type="checkbox"/> |       |
| Drivers Licence         | <input type="checkbox"/> |       |
| Other (prescribe)       | <input type="checkbox"/> | _____ |

Approval *Pstamatis*

09.07.21

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Manager name

Approval date