

## 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	Community Service Worker – Level 5 (Team Leader, DAYS)
Division:	Community Services
Reports to:	Program Manager
Position Purpose:	To lead the team in the provision of activities within the values of Mission Australia, contributing to the positive treatment outcomes of young people accessing the Drug and Alcohol Youth Services (DAYS).

## 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"><li>Respond to referrals from internal and external support services and coordinate case allocations.</li><li>Complete assessments and intake processes, including all necessary paperwork and SIMS data entry.</li><li>Maintain a case load as agreed with the Program Manager.</li><li>Provide person-centred case management in line with MA's National</li></ul>	<ul style="list-style-type: none"><li>All referrals are responded to, appropriate people are selected for the service and cases are allocated to appropriate staff.</li><li>Admissions Waitlist and transfers are managed in a timely and effective manner.</li><li>Admissions are managed in a timely and effective manner.</li><li>Comprehensive file reviews are completed before and after client admission</li></ul>

<p>Case Management Approach, review progression against case plan.</p> <ul style="list-style-type: none"> <li>• Work collaboratively with DAYS staff to provide advice to address complex cases or emergency situations.</li> <li>• Provide intervention and referral for appropriate service users.</li> <li>• Work with service users to create holistic and strength-based individualised care/support plans utilising SMART goals including referral to supplementary services as needed.</li> <li>• Ensure young people are safe by implementing and role-modelling the relevant child and youth safe policies, procedures and supporting documents.</li> <li>• Assist service users to transition from the service to independence or other services, developing the capacity to self-manage and access required supports independently.</li> <li>• Take the lead in convening case conferences with key stakeholders as required to minimise service duplication and create best outcomes.</li> <li>• Work with team members to complete risk assessments where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Admission process completed with young people, and all required paperwork and electronic data maintained and or filed.</li> <li>• Young people are thoroughly inducted into the service and are fully aware of their rights and responsibilities, including the <i>Charter of Rights for Children and Young People and Mission Australia Workers</i>.</li> <li>• Treatment, safety and care plans are created in line with Mission Australia policy and procedure.</li> <li>• Young people are provided practical case management and ongoing support to meet their identified needs.</li> <li>• Young people's safety is ensured as per Mission Australia's requirements for keeping children and young people safe.</li> <li>• Young people are supported and offered appropriate referral to other services.</li> <li>• Knowledge of local services and 'best practice' is shared with other team members</li> <li>• A collaborative partnership with caseworkers exists and is used to develop appropriate engagement strategies for clients.</li> <li>• Risk assessments are conducted, and service users and staff are safe at all times.</li> <li>• All DAYS services are delivered in a consistent manner.</li> </ul>
<b>Key Result Area 2</b>	<b>Administration &amp; Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Complete a range of administrative duties to ensure the efficient running of the service.</li> <li>• In line with Mission Australia protocols, create and maintain service user related documentation including case management files.</li> <li>• Support the Program Manager to plan and manage the program budget.</li> </ul>	<ul style="list-style-type: none"> <li>• All required administrative tasks are completed accurately and in a timely manner.</li> <li>• All required reports are prepared to a high standard and within agreed timeframes.</li> <li>• Case management files are created to the required standard and updated regularly.</li> <li>• Budget information is prepared in a timely and accurate manner.</li> <li>• The program operates within budget.</li> </ul>

Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Develop strong relationships with service users and staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Develop strong partnerships and relationships with key external stakeholders</li> <li>• Provide expert advice to internal stakeholders on a range of complex and sensitive issues and assist others in the resolution of conflict.</li> <li>• Attend and participate in meetings and case conference reviews as required by the Program Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationships are developed resulting in improved service functioning and service outcomes.</li> <li>• Strong relationships result in effective interaction with service and appropriate referral of clients.</li> <li>• Mission Australia works in partnership with other service providers.</li> <li>• Mission Australia is represented on relevant local networks.</li> <li>• Meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed.</li> </ul>
Key Result Area 4	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Assist the day-to-day running of the service by providing supervision and program support in line with program outcomes including managing and maintaining an effective program and staff roster.</li> <li>• Provide direction to staff on the appropriate course of action to promote effective client outcomes.</li> <li>• Support the Program Manager to conduct staff meetings and provide relevant information regarding case management development and effective service delivery as required.</li> <li>• Plan, coordinate and supervise the implementation of educational and/or development programs for service users.</li> <li>• Conduct quality audits of case files and practices to ensure high-quality service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and service users are supported in line with best practice standards.</li> <li>• Caseloads are allocated in a fair and equitable manner.</li> <li>• Staff are supported to meet performance targets and achieve sustainable and positive service user outcomes.</li> <li>• Staff meetings are facilitated in a manner that encourages effective communication and engagement.</li> <li>• Attending client, clinical review and management meetings.</li> <li>• Effective group sessions are facilitated in accordance with the program requirements with positive feedback from attendees and any negative feedback managed.</li> <li>• Facilitate education groups where required.</li> <li>• Regular audits of files and practice are followed up with action plans and reviews.</li> </ul>

Key Result Area 5	Staff Supervision
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Review cases regularly and supervise staff to ensure effective review of care-plans and monitor case management outcomes.</li> <li>Contribute to staff performance discussions when required including setting priorities and outcomes, planning and organising and monitoring work.</li> <li>Escalate staff performance issues to Manager where support is required.</li> <li>Contribute to the development and improvement of the service through participation in strategy and continuous improvement initiatives.</li> <li>Support the Program Manager to foster a culture where all staff are encouraged to create, share and implement best practice and role model this behaviour.</li> <li>Collaborate with the Program Manager to recruit, select, develop and retain competent staff.</li> <li>Provide on call support to afterhours service delivery including DAYS Residential Programs</li> </ul>	<ul style="list-style-type: none"> <li>Service delivery staff meet their performance targets and achieve sustainable client outcomes as per service contract.</li> <li>Supervision is delivered in accordance with MA Supervision policy and procedure.</li> <li>Constructive contribution is made to staff performance discussion and plans as required by the Program Manager.</li> <li>Staff are encouraged to apply new solutions, ideas and methods to promote continuous improvement.</li> </ul>

**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 (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

- A Degree or Diploma in Social Welfare/Social Science or a minimum of three years' experience in a similar role.
- Demonstrated experience and understanding of working with vulnerable people and the issues impacting them such as AOD, FDV, Homelessness and Mental Health issues.
- Demonstrated experience leading teams, developing a positive team culture and effective people management.
- Demonstrated ability to provide supervision to employees and provide expert advice to employees at lower levels.
- Demonstrated understanding and experience of SIMS (or similar) and reporting requirements.
- Demonstrated ability to develop and maintain effective relationships with stakeholders.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach.
- A sound understanding of Mission Australia's Values and application of these when interacting with internal and external stakeholders.
- Demonstrated experience and understanding of compliance requirements such as quality audits, continuous improvement, planning and facilitation.
- Demonstrated knowledge of relevant policy and legislation.
- Highly developed communication skills both verbal and written including the ability to write service plans and reports.

### Key challenges of the role

- Providing leadership to a diverse team supporting vulnerable young people and working outside of business hours.
- Managing a range of tasks including those which fall outside of case management in order to ensure others provide the support required for clients accessing the service.
- Providing leadership to staff working across multiple service contracts.
- Providing On call support for staff providing DAYS Residential Programs after hours.
- May be required to work some afternoon hours.

### 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"/>	
First Aid Certificate	<input checked="" type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

### Approval

---

#### Manager name

Linda Richardson

#### Approval date

26 August 2020