

Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re gain 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. <i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Advice and Referral Worker
Classification:	Community Services Employee
Level:	Level 4
Function:	Strong Families, Safe Kids, Advice and Referral Line
Reports to:	Advice and Referral Community Program Manager
Position Purpose:	The Strong Families, Safe Kids, Advice and Referral Line is a contact point for people seeking information, advice and assistance if they have concerns about a child and their family. The service provides information and advice about service options and other approaches for responding to the needs of children and families. When a child and their family need assistance the service may provide this through referral to another service, or in some circumstances if a child is considered to be at risk, the service may refer the matter to the Child Safety Service for assessment. Under general supervision from the Team Leader or Manager, the Advice and Referral Worker will: • Work within the Children's Advice and Referral Service team to undertake the primary tasks assigned. • Work within designated delegations, legislative requirements, set guidelines and timeframes. • Adhere to relevant Work Health and Safety legislation in order to perform duties. • Use general guidelines, Departmental procedure manuals and documents to exercise professional judgement when working under limited direction.

- Undertake work with integrity and honesty, adhering to confidentiality requirements, and demonstrate a commitment to working with people who contact the Children's Advice and Referral Service. |

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

Key Result Area 1	Client Servicing
Key tasks	Position holder is successful when
• Conduct safety and wellbeing conversations to identify the most appropriate response in regard to the best interests of the child. • Provide information and advice in relation to service options and other approaches to support the child and their family. • Use risk and safety assessment frameworks and skills to determine when a child may be at risk and initiate an appropriate protective response. • Activate a strengths-based response where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context. • Provide information, advice and support to professionals and community members to build their capacity to work with families who are experiencing difficulties which are impacting the safety and wellbeing of their children. • Answer telephone calls and conduct in-depth conversations with callers about the safety and wellbeing of children and their families. • Provide information and advice in relation to service options and other approaches for improving	• Children at risk are identified and the situation is responded to in an appropriate manner. • Families receive information on a variety of options which may be suitable for their situation. • Children at risk are identified and a response is initiated. • A strengths based response is activated for children at risk. • Information, advice and support is exchanged with other professionals and community members, resulting in an increased general capacity to support families in need. • Callers provide all relevant information relating to the situation. • Callers are provided with information and advice about service options. • Callers provide a clear understanding of the difficulties facing the child and family, resulting in appropriate support being offered. • In situations of complex needs, other experts offer specialist expertise and advice to gain a positive outcome. • Children at risk are correctly identified in a timely manner. • Support of at risk children and their family comes from a strengths based response,

the safety and wellbeing of children. • Assist in creating a clearer understanding with callers in relation to the difficulties facing children and families to determine and negotiate who is best placed to provide support, and what support can and will be offered. • Access professional advice from co-located and external partners where the complexities of concerns about a child and/or their family require specialist expertise. • Apply risk and safety assessment frameworks and skills to determine when a child may be at risk and initiate an appropriate protective response as needed. • Activate a strengths-based response where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context.	
Key Result Area 2	Reporting
Key tasks	Position holder is successful when
• Provide a summary to the Team Leader for presentation at the weekly review meeting in relation to children who have been considered to be at risk and who required assistance and monitoring of their safety. • Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety	• Team Leader has a good understanding of all relevant cases to present at the weekly review meeting. • The organisation's Quality & Safety and Work Health & Safety processes are continuously improved and relevant. • Other suitable duties are undertaken in a willing manner.

improvement processes are in place and acted upon. • The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.	
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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 Bachelor of Social Work or a Diploma of Community Welfare Work or other tertiary qualifications at Diploma or above level which includes units of case management/casework practice and supervised practical work placements in relevant fields.
- Demonstrated experience in engaging and working therapeutically with children and families and people with a disability.

Competencies

- **Building Relationships:** demonstrated ability to establish rapport quickly and to develop and maintain professional relationships with callers that maximise the participation of professional callers and community and family members to ensure the best outcome for children and families.
- **Casework:** knowledge and experience in assessment and casework intervention with individuals and families who have complex needs, together with knowledge of theoretical perspectives that relate to child protection practice, with an ability to apply this to identify strengths, articulate worries and formulate a mutual understanding of the required assistance
- **Interpreting and Analysing Information:** Capacity to draw upon relevant information, including alternate points of view and legislative requirements, to logically assess and analyse a situation, and utilise sound professional judgement to decide the best way forward.
- **Communication:** Ability to confidently present both written and verbal messages, whilst seeking to respectfully understand a variety of stakeholder needs and tailor communication style and messages accordingly, even in complex and difficult circumstances.
- **Self-management:** demonstrable use of consultation, supervision and reflective practice to inform professional practice, including a demonstrated capacity to be flexible self-motivated and show initiative, with evidence of a commitment to continuous learning in line with contemporary practice.
- **Confidence and Independence:** Demonstrated ability to manage situations where there is a high degree of uncertainty and ambiguity and is able to skilfully use professional confidence and authority, together with well-developed organisational and time management skills, with a proven ability to deal with competing demands within established timeframes.

Key challenges of the role

- Maintaining professional distance from clients and being proactive in administering self-care.
- Staying abreast of changes in services and information in the local region which can be utilised to support children at risk and their families.
- Ensuring that all relevant information is sourced from the callers to allow a comprehensive and appropriate response.

Compliance checks required

- Working with Children ☒
- National Police Check ☒
- Vulnerable People Check ☒
- Drivers Licence ☒
- Other (prescribe) ☐

Approval

Manager name

Approval date