

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</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:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Support Worker
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Service Employee
Level:	Level 3
Business Unit/Program:	AOD CCC, CLS
Reports to:	Program Manager
Position purpose:	To work with people who experience severe and recurring mental illness and/or addiction to reduce overall functional impairment, implement recovery and/or harm minimisation strategies and achieve outlined person-centred goals.

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

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.

children and young people engaging with MA services.	
Key Result Area 2	Client Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals of clients to the service from internal and external support services or those that self-refer and conduct formal assessments of suitability for support. Undertake initial registrations for clients, including all necessary paperwork and application forms. Induct clients into the service including the property, site, vehicles, financials and regulations. Work with clients, and other services (Housing NSW, Local Area Health Service and Community Mental Health/Drug and Alcohol services, Community Corrections) to create individualized support plans. Support to access and maintain Mental Health and/or AOD health care plans. Provide ongoing case management sessions with clients and review progression against support plans as required. Conduct client's Individual Support Plan ISP Review monthly. Participate in the ongoing implementation of the case plan through a range of varied support activities. Liaise with other support services and organizations to coordinate the requirements of the case plan including arranging appropriate funding, interaction with training providers etc. Assist clients in the process of transition out of the service into independence or other services. Implement, monitor and maintain data collection in MA Connect Reporting System in line with MA Protocols 	<ul style="list-style-type: none"> All referrals are responded to within allocated timeframes and appropriate clients are accepted into the program. External referrals made where possible to alternative supports for applicant if service unable to meet needs. Thorough registrations are conducted and all required paperwork is completed and put on file. Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities. Case plans are created (in conjunction with partner organizations) which reflect the client-identified goals Ongoing support is provided for client that meets individual needs and situation, and effective relationships are built with clients. Client assessments are conducted thoroughly and as scheduled and contribute to the development of appropriate case plans. Clients are suitably supported towards achieving identified goals within individual Support plans including advocacy where required. Clients are effectively transitioned out of the service where appropriate and offered ongoing support from other services if outstanding goals identified. All admin tasks are completed accurately and on time. All petty cash is managed effectively and accurately at all times All internal and external policies and procedures are adhered to. MA Connect data is current and accurate
Key Result Area 3	Program Support & Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Develop and maintain relationships with internal and external stakeholders 	<ul style="list-style-type: none"> Effective relationships are created resulting in positive outcomes for clients and the

<p>including service partners and government agencies.</p> <ul style="list-style-type: none"> • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff. • Participate actively in Continuous Quality Improvement through completion of scheduled activities and consistently being aware of process or service improvements. • Research and Facilitate/Co-facilitate appropriate group work or individual programs to enhance outcomes in a variety of life domains in which barriers faced by consumers have been identified • Promotion of both the EACLS and AODCCC programs through participation/attendance to agency in-service deliveries, community events and attendance at conferences/forums where appropriate. 	<p>service, and opportunities are utilized for the enhancement and promotion of MA.</p> <ul style="list-style-type: none"> • Active contribution is made to the development of the program including participation in staff training and development. • Opportunities are identified for improvement within the service and presented to management as required. • Implementation and ongoing facilitation of evidenced-based group work programs reflective to the client recovery. Evaluation and feedback is collected and revised with any adjustments/improvements included in future planning. • Continued promotion of both programs is demonstrated consistently.
<p>Key Result Area 4</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Create and update individualized client case management files and notes for all clients in MA Connect or hard copy and in line with Mission Australia protocols. • Access EAP or Chaplaincy and take all necessary action to ensure self-care & safety including WHS and professional development activities. • Ensure that all required internal and external client paperwork is completed and copies kept on file. • Complete a range of other administrative duties for the efficient running of the service including using the brokerage, service statistics, referral letters, goals plans etc. • Support general operations of MA Site through a range of activities when required (office cleaning, Vehicle Custodian, WHS Representative, First Aid Officer, Fire Warden) 	<ul style="list-style-type: none"> • Case management files are created in a clear and concise fashion, to required standards and are updated regularly. • All possible self-care and safety precautions are taken. • 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 and the brokerage account is appropriately managed. • Participation in general administrative duties for the effective operationalising of the site when required is demonstrated.

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 (e.g. Financial, HR, etc.)
- 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

Qualification, knowledge, skills and experience required to do the role

- Relevant Qualifications or relevant industry experience
- Understanding of mental illness or experience in that field
- Current NSW Drivers License
- A working knowledge of Case Management
- Senior First Aid Certificate

Key challenges of the role

- Significant travel to and from and between client homes and accommodation to provide case management support
- Working with clients who may live in confronting accommodation
- The ability to motivate and engage clients who demonstrate challenging behaviours
- Working with external partners to effectively negotiate successful outcomes for clients
- Balancing outreach with client file documentation and administration.
- Significant and ongoing flexibility in service delivery

- Motivating engagement of people with severe mental illness and/or Drug and Alcohol misuse factors
- Finding suitable accommodation amidst a national Housing Crisis
- Building and Reviewing ISP in collaboration with Mental Health and/or Drug and Alcohol clinical supports
- Legal constraints of Corrective Orders becoming barriers to achieve outcomes

Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Manager name

Approval date