

## 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 3 (Outreach Worker)
Division:	Community Services
Reports to:	Team Leader/ Program Manager
Position Purpose:	To provide outreach support with at risk young people and their families experiencing psychological and social issues. To provide trauma informed, person centred support to vulnerable young people that is culturally secure, and solution focused. Facilitate the Youth at Risk Strategy on Friday and Saturday nights

## 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>Facilitate Youth at Risk (YAR) Initiative shifts including street-based outreach engagement and support vulnerable and at risk young people in the CBD and Northbridge area between 12pm and 5am on rostered days.</li> <li>Complete psychosocial assessments with young people engaged through YAR to determine suitability for YouthBeat Case</li> </ul>	<ul style="list-style-type: none"> <li>YAR shifts are completed and procedures followed.</li> <li>Young people in the CBD and Northbridge Area are engaged and supported.</li> <li>Psychosocial assessments are completed, and all engagement clearly documented.</li> <li>Young people's goals are identified and collaboratively addressed.</li> </ul>

<p>Management and guide care planning and support provision.</p> <ul style="list-style-type: none"> <li>• Actively support young people to access YouthBeat Case Management.</li> <li>• Respond to referrals for young people into the service and complete external referrals for young people to address their identified goals.</li> <li>• Provide practical support to young people in crisis including provision of food.</li> <li>• Provide continuous monitoring of young people at the YARS facility to ensure their ongoing safety whilst engaged with the service.</li> <li>• Actively respond to any emergency issues or dangerous situations by gaining support/assistance from internal or external support services.</li> <li>• Provide outreach case management and support with at risk young people to address their identified goals.</li> <li>• Facilitate educational groups or activities with young people as required.</li> <li>• Ensure young people are safe by implementing and role-modelling the relevant child and youth safe policies, procedures and supporting documents.</li> </ul>	<ul style="list-style-type: none"> <li>• Young people are supported to engage and access YouthBeat Case Management.</li> <li>• A timely response to all referrals.</li> <li>• Young people are engaged in the service.</li> <li>• Young people are supported through the MA case management framework.</li> <li>• Individual care plans are developed with all young people in line with Mission Australia best practice.</li> <li>• Ongoing support is provided to young people that meet their individual needs and situation.</li> <li>• Appropriate professional help is obtained to support young people in crisis.</li> <li>• Young people's safety is ensured as per Mission Australia's requirements for keeping children and young people safe.</li> </ul>
<b>Key Result Area 2</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Develop strong professional relationships with young people and or their families, key stakeholders and staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Actively participate in service meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong professional relationships are developed and maintained resulting in improved service functioning and service outcomes.</li> <li>• Professional and informed contribution is provided at meetings. Information obtained at interagency meetings is shared with the YouthBeat team.</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>• Record comprehensive Outreach and YAR statistics in accordance to contractual and organisational requirements.</li> <li>• Create and maintain comprehensive individual case management files for all</li> </ul>	<ul style="list-style-type: none"> <li>• Outreach including YAR statistics are recorded and maintained</li> <li>• Case files are professionally maintained using electronic systems.</li> </ul>

<p>allocated young people in line with Mission Australia protocols.</p> <ul style="list-style-type: none"> <li>• Maintain a thorough knowledge of operational procedures and guidelines</li> <li>• Complete a range of internal and external reports relating to service users including case management statistics, feedback summaries and yearly outcomes reports.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans etc.</li> <li>• Contribute to the general running of the service including cleaning, maintenance management and sourcing of supplies.</li> </ul>	<ul style="list-style-type: none"> <li>• Activities reflect the current policies, procedures and guidelines.</li> <li>• Service statistics are clearly recorded and maintained</li> <li>• All required reports are accurate and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner</li> <li>• The service is professionally presented and maintained.</li> </ul>
<b>Key Result Area 4</b>	<b>Learning and Innovation</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Participate in MA's Continuous Quality Improvement program</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate training and professional development programs are attended</li> <li>• Monthly supervision with line manager is attended</li> <li>• CQI tasks are completed as required</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 Youth Work/ Community Services or a minimum of three years' experience in a similar role.
- Demonstrated assertive outreach work experience in engaging and supporting at risk young people including working with intoxicated young people and people experiencing homelessness.
- Experience and ability to work with at risk young people including knowledge of child and adolescent development.
- Demonstrated assessment, general counselling and crisis intervention skills, including working with people experiencing alcohol and other drug use issues, mental health issues, in mental health crisis and families in crisis.
- Demonstrated experience working with Aboriginal and Torres Strait Islander communities
- Computer skills in Microsoft Office, and ability to adopt Mission Australia's web-based Information Managements system (training will be provided)
- Well-developed communication and interpersonal skills including report writing and data collection
- Ability to work within a multi-disciplinary team.

### Key challenges of the role

- The capacity to work Thursday evening up to 9pm and Friday and Saturday nights from 9pm to 5am.
- The ability to provide proactive assertive outreach engagement and support with young people experiencing risk factors in their life. This will require perseverance, flexibility and innovation to do so.
- The capacity to complete a number of administrative functions to assist outcomes for young people and their families and the organisation. Balancing the desire to support the young people, whilst maintaining a focus on achieving the required performance and contractual outcomes.



**Compliance checks required**

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

**Approval**

Linda Richardson

03 July 2020

Manager name

Approval date