Mission Australia

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

Position Details:

Position Title:	Parent Pathway Support Worker
Status:	Confirmed on engagement
Reports to:	Program Manager
Position Purpose:	To assist parents in gaining sustainable employment and/or education through helping them overcome their vocational and non-vocational barriers to employment. Additionally, the role provides relief support to other Mission Australia (MA) sites across the region as required.

Position Requirements (Key activities for the role)

Key Result Area 1	**Participant Support**
Key tasks	**Position holder is successful when**
• Conduct assessments to determine participants existing vocational and non-vocational barriers to employment. • Develop and conduct educational and pre-employment activities for participants that will assist them to gain further training or employment. • Develop and record individualised Pathway Plans for every eligible participant. Review Pathway Plan on a regular basis in order to determine the effectiveness of interventions and identify further areas for intervention or assistance if required. • Monitor the flow of participants into the	• Effective assessments completed in accordance with contractual requirements. • Accuracy and quality of assessments result in outcome of Key Performance Indicators (KPI's). • Thorough and effective Pathway Plans are created for all participants and lodged within set service timeframes. • Reviews are undertaken within timeframes and plans are amended or changed to respond to changing requirements.

service and work with Centrelink, Jobactive providers and relevant agencies. • Maintain up to date knowledge of contracts, policies and procedures that impact the operating environment. • Develop relationships with participants to allow suitable initiatives to be undertaken and ongoing support to be maintained. • Establish a strong knowledge of the local employment market and identify suitable clients to meet local business needs. • Develop relationships with training and specialist service providers, both internal and external, to assist in the referral of participants and to effectively coordinate and deliver positive outcomes for participants. • Contribute to the effective development of the program through involvement in interagency meetings and forums. • Assist participants in achieving the goals of their ongoing participant plans.	• Training programs lead to further training or employment opportunities for participants. • Positive relationships are developed with participants which result in KPIs being met. • A collaborative approach to job placement is taken resulting in positive outcomes for employers and participants. • Strong relationships are developed with providers to ensure positive and effective outcomes for participants. • Participate in networking opportunities. • Referral pathways are established. • Participants remain engaged throughout the duration of their support.
Key Result Area 2	**Program Support**
Key tasks	**Position holder is successful when**
• Undertake meetings with participants to determine and agree an appropriate action plan in line with the Pathway Plan. • Refer participants to suitable vocational and non-vocational programs and other tailored intervention strategies including training, counselling, government agencies and providers, work experience to address their barriers to employment. • Hold regular review meetings with participants to track their progress to their Pathway Plans and where necessary identify additional actions required. • Provide advice to participants on all elements of the job search process, including resume and interview preparation and applications, and Centrelink compliance requirements. • Provide encouragement, advice and motivation to help participants maintain employment and help overcome initial issues or concerns. • Develop and implement group training workshops including: literacy, numeracy, oral communication, computer literacy and other employability skills.	• Development and ongoing review of the Pathway Plan results in participants meeting their goals. • Participant referrals to programs deliver outcomes. • Reviews are undertaken at allocated intervals and report on the progress to plan as well as any additional actions where needed. • Advice to participants is accurate and supports outcomes. • Participants are supported in jobs once placed resulting in ongoing employment. • Quality education programs are delivered to participants. • Training workshops are conducted with a professional and well-structured approach, with quality outcomes for participants involved. • Relationships are developed with a range of external stakeholders to improve referral pathways for participants.

• Ensure that all participant feedback is encouraged and captured to support and improve service delivery. • Develop and maintain networks with the view to form long-term business partnerships/relationships with relevant stakeholders.	
Key Result Area 3	**Administration & Compliance**
Key tasks	**Position holder is successful when**
• Record all required information in IT systems in a timely and accurate manner. • Record contact with participants in an accurate and up to date fashion in participant files, electronic and paper files, and keep these private and secure. • Complete a range of required administration tasks including reports and audit activities. • Monitor the activity of participants to ensure they meet their obligations. • Complete Customer Relationship Management (CRM) files with accurate and up to date information, and keep them in a secure manner. • Maintain a thorough understanding of the contract and guidelines though regular use of internal and external bulletins and updates. • Ensure that all participant feedback and suggestions are followed up within a timely manner. • Comply with all internal and external policies and procedures including contractual obligations, WHS, Privacy, EEO and Disability Service Standards. • Maintain a safe working environment for yourself 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 as required. • Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.	• All required information is recorded in IT systems in a timely and accurate manner as required. • All participant files are accurate, up-to-date and stored in accordance with Mission Australia policy and procedures. • All administration tasks are completed accurately and on time. • Participant activity is monitored and logged in systems as per policies and procedures. • Mission Australia policies and procedures are adhered to. • Compliance with funding body and regulatory guidelines. • Contract or guideline changes are implemented immediately. • Compliance with Work Health & Safety requirements.

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, Human Resources, 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

- Experience in Family Services, Jobactive Services or case management is desirable.
- Tertiary qualifications in community services, employment services, career counselling, health, or related field is advantageous.
- Experience in working with vulnerable people.
- A proven track record in achieving KPIs.
- Experience in administration.
- Computer literate and proficient in Microsoft Office packages and other operating systems.
- Flexibility to travel across a region as required.
- A current Driver's Licence.

Competencies

- Personal effectiveness
- Team building
- Relationship management
- Client focus
- Organisational awareness
- Results orientation
- Program delivery
- Strategic capability
- Values alignment

Key challenges of the role

- The ability to implement solutions that address individual barriers, both vocational and non-vocational, to mitigate the risk of long-term welfare dependency. In addition the ability to manage a case load of participants in line with internal and external policies and procedures.

Approval

Manager signature

Manager name **Approval date**