

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:	Practice Leader
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Health Professional Employees
Level:	Level 5 [or Level 6 if the incumbent is a qualified psychologist]
Business Unit/Program:	FNQ AOD Residential Rehabilitation Service
Reports to:	Program Manager
Position purpose:	<p>To provide practice leadership to a small clinical/health team working for the Far North Queensland (FNQ) Alcohol and Drug (AOD) Residential Rehabilitation Service.</p> <p>To support the service to use the SMART (Self-Management and Recovery Training) recovery program, utilising Motivational Interviewing and Cognitive Behaviour Therapy (CBT) techniques, trauma informed practice and addressing the therapeutic needs of service participants while working within the values of Mission Australia.</p> <p>The Cairns AOD service is a 10-bedroom facility in Mareeba. The service aims to provide a way for people who have self-identified substance use concerns, to take control of their use and reduce the negative impacts on their life. The service will empower and equip them to achieve their individual goals relating to their substance use, and to be able to continue their recovery journey for a further 6 months after leaving the residential setting. This may look different for different people including goals relating to safer use/harm minimisation; reducing use or ceasing use.</p>

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 National Principles for Child Safe Organisations. • 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 children and young people engaging with MA services. 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the National Principles for Child Safe Organisation. • 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.
Key Result Area 2	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Participate as a member of the client intake panel. • Participates in holistic assessment of new clients to the service and ensure an adequate level of detox has occurred. • Support the service to use the SMART (Self-Management and Recovery Training) Recovery program as a therapeutic group program during the residential stay. • Support the Registered Nurse and AOD Counsellor to provide high quality service to clients. • Assist other team members to develop individual trauma plans for clients when required. • Oversee the quality of therapeutic group sessions run by other employees and directly run some sessions. • Assist in the participant’s journey by providing support at different stages such as prior to entry to the residential component, right through to the community aftercare stage. • Actively engage with clients throughout their time with the program and develop ongoing relationships with the intention of building trust and providing support. 	<ul style="list-style-type: none"> • Appropriate clients are selected for the program and professional advice is provided around client suitability for the program. • SMART Recovery principles/frameworks are effectively understood and used by other employees, which is evidenced by individualised, client-led, goal-based plans for clients. • Individual trauma plans are created for clients and are updated regularly. Plans are in line with individual needs and Mission Australia best practice. • Therapeutic group sessions are effective and meet the needs of clients. • Clients are assisted at all stages of their journey with a focus on developing a realistic plan to continue recovery in the community following the end of the residential phase. • Positive rapport is developed with clients which facilitates positive outcomes.

Key Result Area 3	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • To provide practice leadership and support to the entire team. • Assist with ensuring the service is obtaining and maintains its accreditation standards. • Deliver a range of therapeutic interventions including informal and specialist, specific therapies, counselling, etc. • Conduct comprehensive assessments, including detox needs, mental/primary health risk assessments in conjunction with other team members. • Assist clients to develop a comprehensive individual health plan and facilitate effective delivery, monitoring and evaluation of this plan. • To Support the service to use the SMART (Self-Management and Recovery Training) recovery program to facilitate weekly group support meetings utilising Motivational Interviewing and Cognitive Behavior Therapy (CBT) techniques. • Work with clinical/health team to refer participants to specialist therapeutic and medical services. • Actively advocate for clients with other services and Government agencies where necessary and assist in attendance to appointments (primarily medical/therapeutic). • Ensure correct policies, procedures and Safe Work practices are followed at all times and ensure that safety plans, and risk assessments are conducted where necessary. • Provide ongoing support to the case management team and provide ongoing support during community support phase. 	<ul style="list-style-type: none"> • The team culture and practice are in line with service frameworks. • The program operates in accordance with relevant Standard Operating Procedures, Quality Program and the Operations Manual. • Thorough health assessments are completed and therapeutic supports and/or interventions are provided as required. • The leadership team are aware of the support needs of each client upon entry to the service and clients have adequately detoxed before arrival. • Opportunities are found to develop trust with clients resulting in development towards agreed outcomes. • Health plans are created, and referrals are made and accepted by external services. • Ongoing support is provided for clients that meet individual health needs and situation, and improvements are demonstrated in participants' situations. • Clients are supported to achieve personal goals. • Assistance is provided to clients to engage with other support services. • Specialised knowledge and initiative are demonstrated when assessing risks and ensuring positive client outcomes. • The service complies with Safe Work practices and risk assessments are completed so that risks are minimised. • The participant and case management team feel supported and therapeutic advice and interventions are provided as needed.
Key Result Area 4	Staff Supervision and Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Support the Program Manager and actively encourage, lead, motivate and coach the clinical/health team. • Provide regular supervision to clinical/health team and conduct health 	<ul style="list-style-type: none"> • Best practice principles and Mission Australia values are modelled at all times and the Program Manager is supported to ensure that the clinical/health team meet their performance targets and achieve

<p>plan reviews to discuss and monitor therapeutic interventions and outcomes.</p> <ul style="list-style-type: none"> • Performance reviews are conducted with the clinical/health team and employees are provided with coaching and professional development opportunities. • Contribute to clinical/health performance discussions including setting priorities and outcomes, planning and organising work, monitoring workflows and identifying professional development opportunities. • Offer training and development opportunities for the broader team in line with the service frameworks and program needs specific needs. • Conduct regular staff meetings and ensure that communication to the team is clear. • Escalate ongoing performance issues to the Program Manager. • Induct new clinical/health team members to ensure a smooth transition into their role. • Review knowledge of existing employees to ensure appropriate knowledge of Mission Australia’s policies and procedures. • Undertake all training as required and ensure ‘My Training’ courses are completed in a timely manner and review and prompt staff to do the same. • Support the Leadership Team, where required, to investigate incidents and/or grievances and escalate to the Program Manager, where needed. 	<p>sustainable therapeutic interventions.</p> <ul style="list-style-type: none"> • Formal and regular supervision is conducted around task and operational requirements and employees are provided with constructive and accurate feedback regarding case management outcomes. • Annual performance reviews are completed in a timely manner and in accordance with MA procedures. • Training and development is offered and undertaken with the entire team as required and the team culture reflects these best practice standards. • Regular and effective staff meetings are conducted. • Staff have in place Performance Reviews, HR files with accurate information and monthly supervision records. • All new clinical/health team members are inducted into the program. • Current staff have appropriate knowledge of the service framework and Mission Australia’s policies and procedures. • Regular audits reveal satisfactory completion of mandatory and voluntary MA training courses for all staff. • Incidents and/or grievances are investigated, documented clearly and accurately and recorded with outcomes in the Riskware register. All escalations have been provided to the Program Manager in line with Mission Australia Policy and Procedures. • Grievances are dealt with at the lowest possible level as per the relevant MA policy and procedures.
<p>Key Result Area 5</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Contribute to the leadership team providing a united front to the broader team. • Develop strong relationships with clients and other employees of Mission Australia to contribute to the effective functioning of the Program and improved outcomes. • Build strong working relationships and partnerships with key stakeholders and external organisations, in particular the 	<ul style="list-style-type: none"> • Strong internal relationships are developed resulting in improved Program functioning and service delivery outcomes. • Strong external relationships exist with stakeholders and external organisations resulting in effective interactions and appropriate referral of clients.

<p>mental health unit.</p> <ul style="list-style-type: none"> Actively participate and engage in case conferencing, interagency meetings, the intake panel etc. Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff. Facilitate and contribute to the sharing of knowledge and best practice ideas with other services, agencies and community members whilst ensuring changes in the community sector are being disseminated across the team. Demonstrated understanding of Mission Australia values and code of conduct and ability to apply this to the position when interacting with other internal and external stakeholders and community organisations. 	<ul style="list-style-type: none"> A positive and constructive contribution is provided to case conferencing, interagency meetings and the intake panel. Active contribution is made to the development of the service including participation in staff training and development. Best Practice knowledge is shared regularly and appropriately with stakeholders and community organisations and changes in the community sector is being disseminated across the team. Employees are demonstrating and modelling the Mission Australia values and code of conduct in all internal and external interactions.
<p>Key Result Area 6</p>	<p>Administration and Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> Manage the storage and record keeping for medications. Play a lead role in maintaining service accreditation administrative needs. Maintain assessments, case notes, files, referrals etc. on a computer-based data management system for clients in line with Mission Australia protocols. Ensure that all required internal and external client paperwork is completed and copies are kept on file. Complete a range of internal and external reports relating to clients and the program. Perform the duties of Senior First Aid Officer for the service. Complete a range of other administrative duties for the efficient running of the service including reports, staff training register, client referral and support letters. 	<ul style="list-style-type: none"> A comprehensive understanding of Mission Australia’s medication procedures is maintained. Records are kept up to date and in line with MA medication procedure. Case files are up to date and are accessible by other support staff. All paperwork and reports are completed in an accurate and timely manner. Senior First Aid Officer role is fulfilled with all record keeping in order, first aid/ snake bite kits are stocked and are in line MA’s procedures and expectations. All required administration tasks are completed accurately and in a timely manner.

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 tertiary qualifications (e.g. Clinical Social Work, Behavioural Sciences, Psychology, or other human services-related field) or other qualifications acceptable to Mission Australia.

Psychologists with general registration or with a relevant area of practice endorsement (clinical, community, counselling, educational and developmental) will be highly regarded and will be classified as a Health Professional Level 6 as per the Mission Australia Service Delivery Enterprise Agreement. A psychologist's degree must be accredited and recognised by the Australian Psychology Accreditation Council (APAC).

- Experience in community-based nursing, alcohol and drugs and/or mental health.
- Demonstrated experience working with clients with Alcohol and Other Drug addictions.
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex clients, including experience in Cognitive Behavioural Therapy and/or Trauma Therapy.
- Demonstrated ability to supervise employees and provide expert advice to employees at lower levels.
- Strong listening and engagement skills including the ability to build and maintain relationships with clients and other internal and external stakeholders.
- Strong written communication skills and the ability to present information and comprehensive case notes clearly and concisely.
- The ability to assess risk and detect potential threats so as to resolve issues that may occur with challenging client behaviour.
- Strong organisational skills and the ability to manage time effectively.

- A strong level of computer literacy including proficiency in Microsoft Office packages.
- A positive team player who looks for ways to improve current work practices and processes.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- The ability to maintain resilience and manage personal development, self-awareness and own wellness.
- The willingness and ability to work flexible hours (on occasion), between 6.00 a.m. and 10.00 p.m. when required.

Key challenges of the role

- Connecting and working with a complex and challenging client group.
- Supporting client group to connect with mainstream health services.
- The ability to effectively work in crisis environments with therapeutic responses.

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 Sam Karam, Program Manager

11 August 2022

Manager name

Approval date