

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:	AOD Case Worker (BB)
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Service Worker
Level:	Level 3
Business Unit/Program:	Triple Care Farm Batemans Bay
Reports to:	Program Manager: TCF Psychological Services
Position purpose:	To provide effective counselling interventions (individual & group) and holistic case management support to young people participating in the withdrawal program.

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

Key Result Area 1	Child and Youth Safe Practice
<p>Key tasks</p> <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 	<p>Position holder is successful when</p> <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.

<p>children and young people engaging with MA services.</p>	
<p>Key Result Area 2</p>	<p>Intake and Assessment</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • As a part of the TCF Intake team Receiving enquiries & applications for admission to the programs at Triple Care Farm. • Liaising with family members, case workers, significant others and prospective students, to gain appropriate and adequate information to effectively assess admission suitability. • As a part of the TCF Intake team book in initial assessments, co-ordinate staff to complete assessment interviews, in consultation with case management team and counselors • Collation of all background information required for assessment committee decision. • Arranging the expedient admission of suitable applicants to the program and informing relevant staff of information to ensure the sensitive reception of young people to the programs at Triple Care Farm. • Confirm commencement of program with young people and relevant stakeholders. • Ensuring the maintenance of liaison with other relevant TCF support agencies to ensure the provision of an appropriate range of additional services. • Provide phone support to community members and referrals to Family Drug Support completed where needed. • Support young people to enter the program by assisting with intake including completion of intake paperwork, bag and property searches and orientation to the program. Also supporting their to orient to the program (show them around and introduce them to people). • Providing assessment, case management advice and if considered 	<ul style="list-style-type: none"> • Program enquiries responded to appropriately and all client contact is documented according to policy and procedure. • Referral packages are maintained and distributed (email, fax, post). • Assessment interviews are conducted on site and coordinated with the case management team • Correspondence confirming stage of the program for stakeholders completed and filed. • Young people supported through the process of entering the program at TCF. • All detailed are recorded on file accurately for each young person on day of intake. • Person and belongings searches are completed and noted in young people's file. • All young people's statistics of program delivery and outcomes are completed and submitted. • All required supervisions sessions are attended • Contribution is made to the ongoing development of the program.

<p>necessary, ongoing counselling and support for young person thought to be at risk of self-harm, suicide or in an acute phase of mental illness.</p> <ul style="list-style-type: none"> • In liaison with the Registered Nurse prepare discharge summaries for young people on program completion. • Actively participate in regular supervision sessions to ensure quality of practice and professional development provided by the Program Manager. • Actively contribute to the development of the program through involvement in internal forums and development projects as required. 	
<p>Key Result Area 3</p>	<p>Case Management Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Support young people as they enter the program providing an orientation and induction into the program. • Develop and implement an individualised case plans for each young person participating in the program. Addressing such issues as living skills, welfare needs, interpersonal skills, health, education, training, social skills, recreational needs, social support networks and substance use recovery goals. • Work with young persons to create individualised support plans including referral to supplementary services as needed; for housing, income, etc. • Coordinate and facilitate access to external appointments as individually required. Including Centrelink, medical and dental, and other appointments as identified in the young persons individual case plan. • Hold case review meeting with each young person as required, supporting the young person to transition to case management support provided through the aftercare support worker. • Hold case conference/discharge planning meeting with young person and appropriate internal and external stakeholders as required. 	<ul style="list-style-type: none"> • Young people are engaged into the program. • Young persons have a holistic individual case plan develop with them during the first three days of participating in the program. • Court and progress report completed on time as required. • Young persons supported to develop an appropriate placement. • Young person is support to access medical care in the community. • Young person has access to appropriate support through Centrelink. • Prompt and accurate of reporting requirements for Young persons.

<ul style="list-style-type: none"> • Liaising and reporting to key support agencies for each young person for example progress reports or court reports. 	
Key Result Area 4	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Support young people to maintain acceptable standards of conduct in accordance with the TCF Code of Conduct. • Ensure compliance with relevant funding agreements. • Assist in the development and implementation of operational policies and procedures; if required. • Facilitate, and participate in, internal and external networking meetings and partnerships for the development of collaborative working relationships and sharing best practice. • Participate in the development and implementation of continuous quality improvement plan as directed. • Participation in program functions including graduation, program open days, and other functions as required. • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development. • Manage the Client Complaints Register ensuring all complaints are logged and referred to the Team Leader for resolution. • Support the Team Leader in a range of areas to support the effective running of the program. • Undertake any associated duties as requested by the Team Leader or Program Manager. • Facilitate and document the Weekly Resident Review Meeting. 	<ul style="list-style-type: none"> • Young people are appropriately supervised and engaged. Incidents are documented and addressed in a timely and effective manner. • Follow an effective withdrawal management program for young people that is evidence based and incorporates innovation through a quality framework is documented and maintained as directed by the Team Leader. • Appropriate and up to date programs are facilitated. • Policies and procedures are followed at all times. • Develop and maintain strong partnership agreements with services that collaborate with the withdrawal program. • Regular team meetings are attended and participated in. • TCF withdrawal unit has a continuous quality improvement plan and is engaged with an appropriate external accreditation body. • Active contribution is made to the development of the program including participation in worker training and development. • Complaints register is accurate and up-to-date and monthly reports are provided to the Leadership Team. • Assistance is provided to the larger team for the effective running of TCF withdrawal unit. • A current list of residents is completed noting progress in the program.
Key Result Area 5	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Manage all individualised case management files for all young persons 	<ul style="list-style-type: none"> • Case management files are accurate, up to date and filed confidentially.

<p>in line with Mission Australia protocols and policy</p> <ul style="list-style-type: none"> • Complete the collection of rent from young people participating in the program. • Attend team meetings. • Ensure that all required internal and external young person paperwork is completed accurately, confidentially and copies kept on file. • Complete a range of internal and external reports relating to young persons and the program including risk assessments, bed statistics, court reports, monthly complaints report, and any other funding reports that may be required by the Team Leader. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referrals letters, goals, plans etc. • Compile and complete weekly update of young person list and complete and update the central intake record. • Manage all petty cash requirements with the Mission Australia (MA) policies and procedures. Complete reconciliations and reports as required. • Complete vehicle fleet log books as vehicles are used • Conduct a range of WHS duties to ensure the effective and safe running of the program and ensure compliance with relevant legislation. Ensure Mission Australia policies and procedures are followed. • Ensure all program participants, delivery and outcomes statistical information is collected and reported as required. • Ensure that time sheet details are accurate and all time sheets are handed in to the Team Leader. 	<ul style="list-style-type: none"> • Active participation and contribution in meetings. • Required paperwork is accurate, timely, efficient and effective. • Complete mandatory training and appropriate levels of competency are maintained. • Attend supervision and team meetings; include opportunities for reflective practice. • Participate in performance reviews; perform to standards, and are challenged and engaged in their role; subsequent measured improvement in performance. • Utilising petty cash when approved and returning correct receipting and following MA policy / procedure • Vehicle fleet books are completed in accordance with MA Fleet policy. • The program is compliant to all internal and external policies • All administration is effectively managed. • Appropriate files and notes are kept for all program participants. • Accurate statistics are maintained and communicated in a timely. • Collection of accurate information and statistics are recorded as requested
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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

- Registration as a Social Worker with AASW, or relevant qualification
OR
- Demonstrated experience in AOD Case Management with relevant tertiary qualification.
- Proven ability to relate to homeless and disadvantaged young people, including an understanding of drug and alcohol abuse and mental health issues.
- Experience in case management and counselling.
- Proven ability to work with other agencies.
- Computer skills in a Microsoft Office environment.
- Excellent communication skills both written and verbal.
- Extensive knowledge of mental health issues, substance use treatment and working with youth.
- Knowledge and understanding of the non-government alcohol and other drugs, mental health and youth sectors.
- Demonstrated computer literacy including the suite of Office programs.
- Highly developed written and verbal communication skills with strong interpersonal and problem solving capabilities.
- Ability to handle multiple tasks and competing interests.
- Ability to deal with ambiguity and complexity.

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely to both Young person and colleagues.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Current NSW driver's license class C.
- First Aid Certificate

Key challenges of the role

- Providing engaging and effective therapeutic groups and individual counselling and case management support to young people with complex needs

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 Helen Fuller, Area Manager

Approval date 15 June 2022