

## 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:	<b>Mental Health Practitioner</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Health Professional Employee
Level:	Level 5
Business Unit/Program:	Going Places Street to Home Homeless Program
Reports to:	Program Manager
Position purpose:	<p>To address the complex health needs of clients of the Going Places Street to Home Homeless Program by providing outreach support, comprehensive health assessments and support to access the appropriate health services.</p> <p>Going Places is a multidisciplinary street to home program which combines clinical health services with coordinated case management to support people sleeping rough in Cairns to move into stable, long-term and sustainable housing.</p>

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

Key Result Area 1	Child and Youth Safe Practice
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"><li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li><li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies,</li></ul>	<ul style="list-style-type: none"><li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li><li>• Sound application of policy to child and youth safe practice is demonstrated.</li></ul>

<p>procedures and supporting documents to practice as required by the role.</p> <ul style="list-style-type: none"> <li>Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<ul style="list-style-type: none"> <li>Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<b>Key Result Area 2</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Deliver a range of psychosocial interventions including specialist, discipline-specific therapies, counseling, psychoeducation and provision of direct strategic support.</li> <li>Conduct comprehensive mental health assessments, including risk assessments.</li> <li>Assist clients to develop a comprehensive individual recovery plan; and facilitate effective delivery, monitoring and evaluation of this plan.</li> <li>Facilitate referrals to mainstream medical services and hospitals as part of the recovery plan.</li> <li>Actively advocate for clients with other services and Government agencies where necessary and assist in attendance to appointments (primarily medical) and transport to and from support services.</li> <li>Conduct patrols of the city area and known homeless meeting places in order to identify and engage with rough sleepers.</li> <li>Actively engage with rough sleepers and develop ongoing relationships with the intention of building trust and providing support.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Thorough health assessments are completed and psychosocial interventions are provided to clients.</li> <li>Clients are provided with comprehensive therapeutic and medical services as required.</li> <li>Mental health assessments, including risk assessments are being completed</li> <li>Opportunities are found to develop trust with clients resulting in development towards agreed outcomes.</li> <li>Recovery plans are created for agreeing clients and referrals are made and accepted by external services.</li> <li>Ongoing support is provided for clients that meet individual health needs and situation, and improvements are demonstrated in client situations.</li> <li>Clients are supported in their achievement of goals and are assisted in engagement of other support services.</li> <li>Foot patrols are conducted as scheduled, engagement opportunities are found, and ongoing knowledge is maintained of homeless hotspots and issues.</li> <li>Specialised knowledge and initiative are demonstrated when assessing risks and ensuring positive client outcomes.</li> <li>The service complies with Safe Work practices and risk assessments are completed to ensure the safety of clients and employees.</li> </ul>
<b>Key Result Area 3</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Actively participate and engage in case conferencing, interagency meetings, forums etc. for the development of health services for homeless people.</li> <li>Work with the outreach team to develop</li> </ul>	<ul style="list-style-type: none"> <li>Relationships are developed with case workers, other agencies and contribution is made to the development of health and homelessness services in Cairns.</li> <li>Creative engagement strategies are</li> </ul>

<p>creative engagement strategies and solutions to the health issues facing individuals or groups of rough sleepers.</p> <ul style="list-style-type: none"> <li>Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.</li> <li>Provide input into case planning and participate in case review meetings when required.</li> </ul>	<p>developed which facilitate improved access to rough sleepers and the building of constructive relationships.</p> <ul style="list-style-type: none"> <li>Active contribution is made to the development of the program including participation in staff training and development.</li> <li>Health component to client support is documented and circulated to the team.</li> <li>Attendance at case reviews with case workers and other key support people.</li> </ul>
<b>Key Result Area 4</b>	<b>Administration and Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Maintain case notes, files, referrals etc. on a computer-based data management system (SRS) for clients in line with Mission Australia protocols.</li> <li>Ensure that all required internal and external client paperwork is completed and copies kept on file.</li> <li>Complete a range of internal and external reports relating to clients and the program.</li> <li>Complete a range of other administrative duties for the efficient running of the service including reports, referral letters, goal plans.</li> </ul>	<ul style="list-style-type: none"> <li>Case files detailed and accessible by other support staff on the SRS.</li> <li>All paperwork is completed, correct and kept as required.</li> <li>All required reports are prepared correct and on time.</li> <li>All required administration tasks are completed accurately and in a timely manner.</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 (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 or other human services-related field) or other qualifications acceptable to Mission Australia.
- Experience in community-based nursing, alcohol and drugs and/or mental health.
- Demonstrated experience (preferably a minimum of 3 years) working with homeless clients with a variety of different backgrounds and levels of disadvantage (including clients with challenging secondary issues).
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex clients.
- 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 ability to cope with the physical demands of the position (such as bending, squatting, lifting etc). Mission Australia is committed to implementing workplace adjustments wherever possible.
- 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** Es Ziersch, Program Manager

14 April 2022

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**Manager name**

**Approval date**