

Position Description

Youth Support Coordinator - Tenancy Support Coordination Service



Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	Youth Support Coordinator
Classification:	Community Services Employee
Level:	Level 4
Function:	Provide ongoing person-centred support coordination to MA Coffs Harbour Housing Youth TSCS clients in consultation with relevant providers.
Reports to:	Program Manager
Position Purpose:	To support young MA Housing tenants 18-24 years in the provision of support activities within the values of Mission Australia, that contributes to the outcomes of the service.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Facilitate evidence-informed goal planning sessions and reviews with clients.	<ul style="list-style-type: none">All referrals are responded to, and appropriate clients are selected for the program.

<ul style="list-style-type: none"> • Assist clients while at the service through brief intervention and referral to suitable services. • Work with clients to create holistic and strength-based individualised support plans utilising SMART goals including referral to supplementary services as needed. • Assist clients in the process of transition out of the service into independence, or other services including developing the capacity to self-manage and access required supports independently. • Support clients to seek and participate in appropriate courses and workshops, such as living skills, budgeting etc. • Liaise with relevant services and stakeholders to assist clients with their support plans. 	<ul style="list-style-type: none"> • Clients are provided with practical support to meet the individual's needs. • Thorough intake and support plans are created and reviewed at minimum monthly, and all required paperwork is completed and put on file. • Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal and external services. • Training and workshops are sourced and provided for clients as appropriate. • Attend and participate in relevant meetings with services and stakeholders to assist with implementation and outcomes of client support plans.
Key Result Area 2	Administration & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Document clear and concise records within Mission Australia and data systems including case records and service plans, statistics and outcomes and submit reports where required. • Record and submit accurate and appropriately detailed information to support program outcomes. • Manage and administer a number of tasks in a coordinated, efficient and timely manner. 	<ul style="list-style-type: none"> • All client files and goal plans, including case notes, are maintained to the appropriate program standard and according to MA policies and procedures. • Data and required reports are provided to the program Manager as requested • Program tasks are being delivered in an accurate and coordinated manner

<ul style="list-style-type: none"> Adhere to procedures relating to client services, data collection and financial management 	<ul style="list-style-type: none"> Accurate and detailed information is recorded supporting all program deliverables
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Work collaboratively with MA Housing staff and participate in joint tenant meetings. Build and maintain positive internal and external relationships, with the ability to adapt communication style to resolve conflict community, government non-government services, Indigenous organisations, client's, and their family/caregivers etc. Participate actively in relevant network meetings. Provide specialist advice and share knowledge of local networks and 'best practice' with other MA team member's. 	<ul style="list-style-type: none"> Strong collaborative relationships are maintained with MA Housing staff and meetings are actively participated with MA Housing staff members. Professional relationships and partnerships are formed with stakeholder and local services. Up to date knowledge of local community services facilitates active referral pathways to relevant service. All relevant internal and external stakeholders are actively engaged.
Key Result Area 4	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Actively participate in referral committee meetings with MA Housing. Identify potential improvements in service provision to clients. Participate in and implement all quality assurance activities within the service to ensure compliance with service standards. 	<ul style="list-style-type: none"> Referral committee meetings are attended and referrals processed in a timely manner Active participation in quality improvement and assurance activities.

<ul style="list-style-type: none"> • As required undertake community-based activities in line with contractual funding requirements, that aim to benefit clients and the community. • Adhere to all internal and external policies and procedures including contractual obligations, Work Health and Safety and Privacy. • Involvement in service development and improvement and other activities as prescribed by the Program Manager. 	<ul style="list-style-type: none"> • Actively participate and professionally represent in relevant meetings and networks. • Mission Australia and relevant external policies and procedures are adhered to. • Active involvement in service improvement, development and other activities in a cooperative and efficient manner.
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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.
- Must be able to provide evidence of Covid 19 Vaccinations and Boosters

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

- Relevant degree with at least 1 years' experience (e.g. relevant four-year degree with at least 1 years' experience or relevant three-year degree with two years of relevant experience).
- Alternatively, employee may hold an associate diploma with relevant experience, a less formal qualification with substantial years of relevant experience or equivalent expertise gained through previous industry experience.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated ability to provide specialised supports to a range of young people.
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with internal and external stakeholders.
- Well-developed written and verbal communication skills, including highly developed administrative skills.
- Experience and ability to build rapport with clients with complex support needs.

Key challenges of the role

- Building sustainable relationships with tenants, existing groups and local services.
- Managing a caseload of clients with diverse support needs.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input checked="" type="checkbox"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
First Aid Certificate	<input type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	Evidence of Covid 19 Vaccination

Approval

People Leader name	Robyn George	Approval date	16.2.22
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