Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re- gain 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:	Brighter Futures Case Worker Level 3
Division:	Community Services
Reports to:	Program Manager
Position Purpose:	Provision of targeted support to vulnerable children and families to ensure that children are healthy and safe and families provide safe, nurturing environments. This position will provide outreach services as directed by the Program Manager.

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

Key Result Area 1 Client Support	
Key tasks	**Position holder is successful when**
• Provide intensive case management to families with children between the ages of 0 – 8 years. Work with families in a strengths-based approach in order to prevent and reduce child abuse and neglect in participating families. • Provide families with support that is focused on parental vulnerability, specifically the impact of domestic violence, mental health issues, drug or alcohol misuse, parent/s' learning difficulty or intellectual disability and/or a lack of parenting skills or inadequate supervision.	• Case plans are implemented that include an intensive focus on: assessment and case plan review and identifying and referring the family to universal and/or specialist services within the local service system which meet their short, medium and long term needs. • Case plans are developed in partnership with the family and other relevant agencies and are viewed as a shared commitment to action between the case worker, the family and other agency staff . • Support is provided to families through home visiting and parenting programs to assist

• Parents are supported to implement strategies and develop the necessary skills and resources to increase the safety of their children at home. • Deliver sessional, group based and issues focussed parenting programs to enhance parents' competence by building their knowledge, parenting skills and confidence. • Provide one-to-one structured and sustained support and skill development to parents in the home environment through the delivery of home visiting programs. • Facilitate access to quality children's services to assist families to achieve healthy child development. • Provide assistance to families to access universal and specialist services within the local service system.	families to achieve outcomes and children to be safe. • Group programs are well attended and families express satisfaction with their content and report positive outcomes. • Information and advice are provided to vulnerable families that reinforce positive family relationships, increases resilience, promotes healthy child development and prevents child abuse and neglect. • Families are provided with tailored support to meet child and family needs for an average of 12 months to ensure that families are able to achieve lasting and positive changes. • Children access quality early childhood services, schools and other appropriate educational experiences. • Families are aware of, and access, services which meet their needs.
Key Result Area 2 Program Support	
Key tasks	**Position holder is successful when**
• Work with Mission Australia and Family & Community Services (FaCS) to ensure that program guidelines are adhered to. Keep up to date with legislation for accurate and relevant information to provide a high quality service. • Work in partnership with FaCS to engage families who are at Risk of Significant Harm. • Development of collaborative relationships with children, families, other agency staff and communities. • Ensure services are consistent with the program's Service Delivery Schedule. • Participate in direct supervision with Program Manager and various case worker meetings to discuss clients and the program. • Fulfil mandatory reporting requirements as per FACS and MA policies and procedures. • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and	• Staff are aware of service processes and program guidelines and ensure Brighter Futures KPIs are being met. • Case management processes are implemented and adhered to. • Assistance and support are provided to families via goal setting, case planning and reviews, home visiting, provision of group programs and co- ordination of service delivery. • Active contribution is made to the development of the program including participation in staff training and development. • External meetings and case conference reviews are attended, where appropriate, and effective advocacy is undertaken where needed. • Contribution is made to the effective development of home visiting and parenting programs. • Staff are confident and resourced in making a report to the FaCS Helpline. • Staff are confident in communicating with the local FACS office and service system.

development of staff. • Liaise with co-workers, Community Partners and external agencies for the purpose of consultation, referral, service networking, training and community development and advocacy for families.	
Key Result Area 3	
Key tasks	**Position holder is successful when**
Administration • Create and update individualised case management files for all clients in line with Mission Australia protocols. • Complete a range of internal and external reports relating to clients and the program including: Referral Form, Safety and Risk Assessments, Family Strengths & Needs Assessments, Home Visiting and Parenting Program Plans & Childcare records. • Maintain and monitor all relevant documentation in accordance with MA policies. • Attend regular staff meetings, both for program and for site. • Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance with MA policy and procedures. • Work in conjunction with local and National Office administration in regards to finances, invoicing and other financial obligations. • Participate in Mission Australia's Quality Program. • Undertake other duties as reasonably requested by the Program Manager/ Area Manager or Regional Leader .	• Case management files are created to the required standard and updated regularly in line with Mission Australia protocols • All required reports are prepared correctly and submitted on time, in line with Mission Australia's CQI Program. • Staff attend both internal and external meetings. • All required administration tasks are completed accurately, in a timely manner and in accordance with the requirements of the Program Manager.

Key Result Area 4 Learning and Development	
Key tasks	**Position holder is successful when**
• Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships. • Participate in Mission Australia's Performance Management system. • Actively seek/participate in job related professional training.	• Relevant training opportunities are attended and learnings applied in the workplace. • All relevant performance management system documentation is completed. • Increased knowledge and skills are demonstrated.
Key Result Area 5	
Key tasks	**Position holder is successful when**

Work Health and Safety

Everyone is responsible for safety and must :

- Maintain a safe working environment for themselves and others in the workplace, including the provision of a smoke free environment
- 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 (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

- Tertiary Qualification and / or relevant experience in the human services industry.
- Experience in case management and the delivery of living skills and / or parenting programs.
- Knowledge and understanding of issues facing vulnerable families and their children.
- Computer literate in a Windows environment.
- Excellent oral and written communication skills.
- Current Driver's Licence.
- Senior First Aid Certificate

Key challenges of the role

- The ability to provide structured case management to vulnerable families, who can be difficult to schedule or reach. In addition the ability to be creative, flexible and persistent in the achievement of outcomes for these clients.

Compliance checks required

Working with Children	☒	
National Police Check	☒	
Vulnerable People Check	☐	
Drivers Licence	☒	
Other (prescribe)	☐	_____

Approval

Manager name **Approval date**