

## 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. <i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	Residential Youth Worker
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	Junaa Buwa Specialises in treating Young People with co-morbid mental health and drug and alcohol issues. The treatment model is a holistic psychosocial treatment and rehabilitation based on harm minimisation and health promotion.

The purpose of this position is to act as an appropriate role model to Young People in the Junaa Buwa program and support them to learn and engage with others and develop appropriate living skills including budgeting, meal preparation, house cleaning, community outings, general self-care and personal hygiene routines. Additionally, the Residential Youth Workers also support Young People to achieve their identified casework goals in collaboration with other staff.

This role is also integral to providing a safe environment for the Young People in the program, including the provision of continuous supervision to Young People, identifying and reporting risks, hazards and incidents. Additionally, this role is required to following program policies and procedures, whilst also maintaining a high level record keeping and administration.

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

Key Result Area 1	Client Support and Supervision
<b>Key tasks</b>	<b>Position holder is successful when</b>
1. Induct clients into the service including the property, facilities, regulations and expectations, code of conduct and the Journey Book. 2. Support the progress of clients towards the achievement of their casework goals and	1. Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities. 2. Clients are supported in their progress towards targets with positive outcomes achieved.

<p>their movement through the three stages of the program.</p> <p>3. Maintain acceptable standards of client conduct in accordance with the program's established rules.</p> <p>4. Establish positive working relationships with clients, endeavouring to understand and interpret their behaviour, thus influencing positive attitudinal and behavioural change.</p> <p>5. Follow menu plans to ensure they are nutritious and varied, and that the special dietary needs of individual clients are met.</p> <p>6. Provide education and guidance to clients on meal preparation, food handling and other interest groups.</p> <p>7. Provide guidance and education as required monitor clients' ability to maintain satisfactory standards of personal care, hygiene and grooming.</p> <p>8. Ensure that the facility is maintained in a tidy and hygienic condition at all times.</p> <p>9. Resolve client complaints or refer them to management.</p> <p>10. Ensure the safe storage and distribution of client medications and the maintenance of essential medical records.</p> <p>11. Report client illnesses or injury to facilitate any necessary treatment or first aid.</p>	<p>3. Clients comply with internal and external regulations with minimal non-compliance maintained.</p> <p>4. As far as practicable, clients demonstrate the ability to live successfully in a group setting with maintained program compliance.</p> <p>5. All residential menus are nutritional and meet the needs of all clients.</p> <p>6. Clients are able to prepare, cook and serve a meal.</p> <p>7. Clients observe daily personal hygiene routines including oral care; clothes are regularly washed.</p> <p>8. Facility is clean hygienic and tidy at all times and clients actively participate in the daily chores roster.</p> <p>9. Client incidents are documented and addressed in a timely and effective manner.</p> <p>10. Client medications are kept secure at all times, administered appropriately and documentation is accurate and up to date.</p> <p>11. Full compliance with reporting policies and procedures is achieved.</p>
<b>Key Result Area 2</b>	<b>Staff support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<p>1. Contribute to case planning/monitoring meetings through providing feedback to senior staff, ensuring the progress of individual clients through their programs and towards the achievement of their goals.</p> <p>2. Assist, at every opportunity, the ongoing development of the service program through the maintenance and expansion of life skills training and recreational, leisure and social activities aimed at the overall development of clients.</p> <p>3. Participate in staff meetings, workshops, training courses as required, to improve professional knowledge and skills and the overall service quality offered at the service.</p> <p>4. Ensure furnishings, equipment and stores are maintained and used with due care.</p>	<p>1. Active participation and contribution to case planning/monitoring meetings is achieved.</p> <p>2. Clients participate in all aspects of the program in line with their individual case plan and personal goals.</p> <p>3. Active contribution is made to the development of the program including participation in staff training and development.</p> <p>4. Facilities are well resourced and maintained at all times.</p> <p>5. Associated duties are completed efficiently.</p>

5. Undertake any associated duties as requested or directed by the Program Manager.	
<b>Key Result Area 3</b>	<b>Program and administration support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
1. Ensure that all policies and procedures are adhered to. 2. Ensure the efficient maintenance of up to date records, case notes and reports on each of the clients, each shift. 3. Maintain residential files ensuring behaviour records, progress notes are filed in correct order. 4. Ensure that all petty cash is accounted for and that relevant receipts are handed into administration. 5. Ensure that all vehicle log books are signed and dated correctly. 6. Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly. 7. Ensure that timesheet details are accurate and all timesheets are handed in to the Program Manager.	1. Policies and procedures are followed by colleagues and clients. 2. Appropriate notes are kept for all clients and reports are written in line with required MA and external standards. 3. Residential files are created and maintained, with 100% accuracy. 4. Petty cash is kept up to date and balanced. 5. All log books are completed and accurate. 6. Vehicles are maintained. 7. Timesheets are well managed, accurate and submitted on time in all cases.

## 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 (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

- Ability to work shifts including weekends, holidays and some nights;
- Excellent organisational and time management skills;
- Demonstrated sound interpersonal and communication skills;
- Significant knowledge and understanding of adolescent mental health issues;
- Understanding of duty of care;
- Senior First Aid Certificate or willingness to obtain;
- Relevant degree or diploma and/or at least three years of experience working in the youth development sector;
- Passion for social justice;
- Ability to coordinate and facilitate educational group work and recreation activities;
- Good computer skills including MS Word;
- Valid NSW Driver's License; and
- Federal Police Clearance and valid Working with Children Check.

### Key challenges of the role

- Conflict management

### Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐

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## Approval

Manager name

Approval date