

**Position Description**
**Family Support Worker – Integrated Family Support Service**

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| **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: Integrated Family Support Service (IFSS) Worker  |
| Division: | Community Services |
| Reports to: | Program Manager  |
| Position Purpose: | Provide support and informal counselling within a managed case plan to families at risk; to promote the safety, stability and well-being of vulnerable children, young people and their families. To build child, family and community capacity and resilience. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * Respond to referrals from Intake within 5 working days of referral.
* Develop strong rapport with participants.
* Conduct introductory meetings/conversations with families to determine needs, issues, hopes and preferences etc. and complete all required service paperwork.
* Schedule and conduct ongoing case management sessions with whole families or individuals that is intervention goal focused.
* Monitor the level of risk to the children.
* May be required to develop and conduct a range of groups and information sessions for families on a range of topics relevant to families.
* Provide further assistance to families where necessary, and document any spending.
* Conduct ongoing assessment of the needs of the family to determine the continuing need for counselling services and referral to other services as needed.
 | * Referrals are responded to in a timely manner.
* All required service paperwork is completed and on file.
* Needs and goals are identified.
* Ongoing case management is provided for families where needed or referral is made to other appropriate continuing services.

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| **Key Result Area 2** | **Relationship Management**  |
| **Key tasks** | **Position holder is successful when** |
| * Develop strong and collaborative working relationships with key internal stakeholders.
* Develop strong relationships with key external stakeholders.
* Participate in case conferencing activities if in participant plan.
* Maintain good working relationships with colleagues and demonstrates responsibility for own actions.
 | * Strong internal relationships are developed resulting in improved service outcomes.
* Strong external relationships result in effective interaction with service and appropriate referral of clients.
* Cultivates good working relationships with colleagues and demonstrates accountability for own actions.
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| **Key Result Area 3** | **Administration**  |
| **Key tasks** | **Position holder is successful when** |
| * Create and update individualized case management files for all participants in line with Mission Australia National Case Management Framework.
* Ensure that all required internal and external participant paperwork is completed and recorded.
* Complete a range of other administrative duties for the efficient running of the service including data collection etc.
* Critically reflect on own practice.
 | * Case management files are created in a timely manner and are updated regularly.
* All paperwork is accurately completed and kept as required.
* Participants are provided with practical case management support to meet individual needs.
* All required administration tasks are completed accurately and in a timely manner.
* Professional practice is continuously improved and self-care maintained.
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| **Key Result Area 4** | **Compliance**  |
| **Key tasks** | **Position holder is successful when** |
| * Record all required information in MACSIMS system and internal data bases in a timely and accurate manner.
* Comply with all internal and external policies and procedures including contractual obligations, OHS, Privacy and Standards.
* File all hard copy files as per requirements
* Participate in MA Impact Measurement.
* Participate in MA Quality Practice.
 | * Participant’s information is logged in a timely manner.
* Mission Australia policies and procedures are adhered to.
* Compliance with funding body and regulatory guidelines.
* Impact Measurement is completed within required timeframes.
* Quality Practice evidence is collected in a timely manner.
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| **U 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.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * A Degree or Diploma in Social Welfare/Social Science or a minimum of six years’ experience in a similar role
* Demonstrated experience in engaging and working therapeutically with children and families and people with a disability.
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| **Key challenges of the role** |
| * The ability to work with participants who are facing challenging and multiple barriers, and ensure their rapid referral to appropriate assistance. The ability to implement solutions that address individual barriers.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [x]

**Drivers Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  |  | **Approval date** |  |