

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>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.</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:	Alcohol and other Drug Case Manager and Diversion Officer, CSE Level 4
Division:	Service Delivery
Reports to:	Program Manager
Classification:	Community Services Employee – Level 4 Mission Australia Service Delivery Enterprise Agreement 2016 – 2019
Position Purpose:	<p>To provide effective case management and face to face drug and alcohol counselling to individual clients with chronic alcohol and drug issues and provide group therapy as required. In addition, provide AOD specialist information and support to other Mission Australia Employees regarding their case management plans.</p> <p>The provision of such support will require liaison with geographically dispersed services and as such will occasionally require travel within the region.</p>

## 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"> <li>Respond to referrals to the service, and conduct thorough assessments using strengths-based approach of potential clients assessing their eligibility and support needs and establish a case plan with the client and the other relevant stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Referrals are responded to in a timely manner and in line with service guidelines and assessments are completed within timeframes</li> <li>Support is provided for clients in accordance with the Mission Australia Case Management</li> </ul>

<ul style="list-style-type: none"> <li>• Provide individual counselling to clients.</li> <li>• Contribute to the development and facilitation of group sessions to meet the needs of the service, clients and the local community in consultation with the Program Manager.</li> <li>• Develop, implement and review individualized case plans for each client, addressing such issues as living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships.</li> <li>• Promote and support service activities in accordance with inclusive and client-centered practice principles.</li> <li>• Establish record, monitor and review each person's progress, in consultation with Program Manager, Clinical Facilitator and Area Manager.</li> <li>• Deliver high quality service to people based on best practice principles.</li> <li>• Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients.</li> </ul>	<p>framework, with positive results and quality outcomes.</p> <ul style="list-style-type: none"> <li>• Develop and regularly review case plans to help clients overcome barriers to successful independent living</li> <li>• Group sessions are conducted with a professional and well-structured approach, with quality outcomes for clients involved.</li> <li>• Programs reflect individual needs, abilities, culture and diverse interests.</li> <li>• Client data is maintained within SIMS.</li> <li>• Using evidence-based practice and outcomes measurement and participating in service evaluation.</li> <li>• Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients.</li> </ul>
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Key Result Area 2 – (WAPD) Diversion	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Provision of the Western Australia Diversion Program (WADP) delivery to the Port Hedland and Carnarvon magistrate's court circuits in a manner consistent with the Service Requirements for Non-Residential Alcohol and other Drug Diversion Treatment Providers.</li> <li>• Provision of diversion treatment delivery, which includes the provision of assessment, treatment and on referral in a manner consistent with the Service Requirements for Non-Residential Alcohol and other Drug Diversion Treatment Providers.</li> <li>• Provision of priority access for clients</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of the Western Australia Diversion Program (WADP) delivery to the Port Hedland magistrate's court circuits is achieved in a manner consistent with the Service Requirements for Non-Residential Alcohol and other Drug Diversion Treatment Providers.</li> <li>• Diversion treatment is delivered in a manner consistent with the Service Requirements for Non-Residential Alcohol and other Drug Diversion.</li> <li>• Priority access for clients maintained.</li> </ul>

<p>referred through the WADP.</p> <ul style="list-style-type: none"> <li>• Provide AOD assessment to determine client suitability for participation in a Diversion Program.</li> <li>• Provide individual counselling to clients within the Western Australia Diversion Program framework.</li> <li>• Write assessments and recommendations to the court on clients AOD use and treatment needs.</li> <li>• Provide a referral service to clients seeking the Diversion Program.</li> <li>• Provide harm minimisation information to clients.</li> <li>• Support drug treatment agencies in engaging clients.</li> <li>• Coordinate feedback from drug treatment agencies to the court.</li> <li>• Provide written and verbal reports to the court on client engagement in treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals are responded to in a timely manner and in line with service guidelines and assessments are completed within timeframes</li> <li>• Clients are assessed using a strength-based approach to determine support needs and a case plan is established with the client and other relevant stakeholders.</li> <li>• Support is provided for clients in accordance with the Mission Australia Case Management framework, with positive results and quality outcomes.</li> <li>• Develop and regularly review case plans to help clients overcome barriers to successful independent living.</li> <li>• Programs reflect individual needs, abilities, culture and diverse interests. Client data is maintained within SIMS in accordance with the current guidelines and requirements.</li> <li>• Using evidence-based practice and outcomes measurement and participating in service evaluation.</li> <li>• Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients.</li> </ul>
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Key Result Area 3 – Program Support	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Provide a positive image of Mission Australia within the local community and within the AOD sector.</li> <li>• Participate in the development and implementation of an annual service plan and continuous quality improvement (CQI) principles and work within the WANADA Quality Framework.</li> <li>• Maintain and submit relevant documentation in accordance with deadlines.</li> <li>• Contribute to the achievements of agreed program capacity benchmarks.</li> <li>• Develop strong and ongoing relationships and work in partnership with co-workers and</li> </ul>	<ul style="list-style-type: none"> <li>• Participating in orientation and induction process; has developed an understanding of organisational policy and procedures; maintains professional integrity, demeanour and appearance.</li> <li>• Allocated activities are completed within timeframes.</li> <li>• Documentation is maintained in compliance with funding body requirements, Mission Australia and program policy and procedures.</li> <li>• Benchmarks are met in regard to initial planning meetings, case load, individual sessions, group provision, and program policy and procedures.</li> </ul>

<p>other agencies/professionals within a collaborative framework that are based on principles of effective communication, mutual respect and trust.</p> <ul style="list-style-type: none"> <li>• Develop a safe working environment for yourself, colleagues, clients and visitors by applying Work Health and Safety principles and the implementation of safe work practices.</li> <li>• Participate in planning and preparation for the service budget.</li> <li>• Contribute to the ongoing development of the service through actively sourcing and recommending relevant equipment acquisition.</li> </ul>	<ul style="list-style-type: none"> <li>• Active contribution is made to staff and team meetings and informal discussions are initiated with other staff and Service Manager.</li> <li>• WHS orientation is completed on time; participation in mandatory and other relevant in-service (internal &amp; external) training is maintained.</li> <li>• Contribution is made to financial planning.</li> <li>• Relevant equipment and needs of area of service are sourced.</li> </ul>
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#### Key Result Area 4 – Administration and Compliance

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Document clear and concise records including statistics and outcomes and submit reports where required. Maintain a working log of all contacts with clients, families and support services.</li> <li>• Manage and administer several cases/tasks in a coordinated, efficient and timely manner.</li> <li>• Comply with Mission Australia policy &amp; procedures in relation to the use of program funds.</li> <li>• Ensure all program funds have the required approval before purchasing goods and services.</li> <li>• Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and OHS.</li> <li>• Maintain up to date, non-judgmental and complete client files, case notes and reports.</li> <li>• Participate in all required professional assessment and development programs to ensure required professional standing is upheld.</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative tasks, case notes and case planning are kept up to date, with successful audits in all cases.</li> <li>• The coordinator is provided with client statistics monthly.</li> <li>• SIMS data is regularly updated.</li> <li>• Usage of brokerage to purchase appropriate client related materials.</li> <li>• Retained copies of client expenses located in the client file.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Approval is gained from Team Leader or coordinator before purchasing goods.</li> <li>• Professional standing is upheld, and all relevant development activities are completed.</li> </ul>

**Key Result Area 5 – Prevention and Promotion**

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Influences and promotes the adoption of evidence-based AOD-related policy and practice within the community that prevents and reduces harmful use of AOD and related harm.</li> <li>• Ensures evidence based/best practice approaches to local initiatives to address prevention of AOD issues.</li> <li>• Leads and manages the implementation and monitoring of evidence based AOD prevention strategies.</li> <li>• Develops strong working relations with and facilitates partnerships between government departments, local government, community groups, local drug action groups other health service providers and others as required who are relevant to the success of the prevention project or program</li> <li>• Provides representation on committees and working parties, as required.</li> <li>• Apply cultural competency and political sensitivity when undertaking all AOD prevention work to ensure support, and where appropriate, active engagement is facilitated from relevant local groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion and adoption of evidence based AOD policy and practice within the community. Reduction of AOD related harm.</li> <li>• Best practice and evidence-based approaches are used locally.</li> <li>• The implementation of evidenced based AOD prevention strategies.</li> <li>• Strong working relationships are developed with key external stakeholders.</li> <li>• Mission Australia and the Pilbara Alcohol and Other Drugs Service are represented as needed in a professional and effective manner.</li> <li>• Cultural and political sensitivity is demonstrated, support and engagement from local groups is achieved.</li> </ul>

**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

- Tertiary qualifications in community services, social work, AOD or related fields or willingness to obtain
- Experience with clients dealing with issues including homelessness, poverty, abuse, mental health and the use and misuse of alcohol and other drugs, and knowledge of support services available to address these issues in a Western Australian
- Case management and support planning
- Senior First Aid Certificate or willingness to obtain
- Current Driver's License
- Working with Children Check
- National Police Clearance

### Key challenges of the role

- Providing information on the service to individuals, families and agencies
- Conducting a thorough motivational assessment of the clients' issues and needs.
- Presenting assessments to the team, making recommendations and advocating on behalf of the clients.

## Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☒

Drivers Licence ☒

Other (prescribe) ☐

**Stephen Robinson**

03/01/2020

Manager name

Approval date