

Job Title	Service Navigation Officer – Level 4
Responsible to	Program Manager
Responsible for	To provide assistance to people to connect to mental health services, assessing individual need, referring to appropriate services and providing support
Founding Purpose	“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16) Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
Vision	<i>Pathways for life</i> Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.
Organizations’ Core Values:	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	Walking alongside those in need, we help people discover: <ul style="list-style-type: none">▪ Pathways to strong families and healthy, happy children▪ Pathways through a successful youth▪ Pathways away from homelessness▪ Pathways for life and work ready skills▪ Pathways to sustainable employment
Position Purpose	To support clients and other staff in the provision of welfare support, in particular the provision of services to face homelessness and other related issues.
Key Challenges	The ability to work with clients who are facing challenging and multiple barriers.
Key Results Area	<ul style="list-style-type: none">▪ Client Support▪ Relationship management

- Administration

A. Organization Chart



B. Job Requirements

Key Result Area 1	Client Support
Key Tasks <ul style="list-style-type: none">• Respond to enquiries and referrals to the service from internal and external support services, clients, carers and health professionals and conduct over-the-phone and formal face-to-face, eligibility assessments of suitability for support.• Undertake initial registrations and assessments for clients, including all necessary paperwork and application forms.• Provide support coordination and crisis support to a small caseload whilst connecting them to services as appropriate	Job Holder is successful when <ul style="list-style-type: none">• All referrals and enquiries are responded to and appropriate clients are selected for the program.• Thorough registrations are conducted and all required paperwork is completed and put on file.• Clients are thoroughly supported and connected into services as needed.• Support plans are created for all clients in line with Mission Australia best practice.

Key Result Area 2

Relationship Management

Key Tasks

Job Holder is successful when

- Develop strong internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes.
- Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in the receipt of information and referral of clients.

- Strong internal relationships are developed resulting in improved service functioning and service outcomes.
- Strong external relationships result in effective interaction with service and appropriate referral of clients.

Key Result Area 3

Administration

Key Tasks

Job Holder is successful when

- Create and update individualized files for all clients in line with Mission Australia protocols.
- Ensure that all required internal and external client paperwork is completed and copies kept on file
- Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcomes reports.
- Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.

- Files are created in required standard and updated regularly.
- All paperwork is completed and correct and kept as required.
- Clients are provided with practical support to meet the individual needs.
- All required reports are prepared correct and on time.
- All required administration tasks are completed accurately and in a timely manner.

C. Purpose and Values Requirements

Core Area Responsibility

Purpose and Values

Key Tasks

- 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.);
- Maintain a safe working environment for yourself and others in the workplace;
- Ensure required 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;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia's Reconciliation Action Plan.

D. Recruitment information

Competencies

- Client Support
- Values Alignment
- Organisational awareness

Experience and Qualifications

- A Degree or Diploma in Social Welfare/Social Science or substantial relevant experience in a similar role
- Driver's Licence
- Senior First Aid Certificate
- Evidence of COVID19 Vaccination

E. Approval

Manager's Name: Jeni Hayes

Approval Date: 7.09.2022
