

Job Title	Case Manager – Level 4 PHaMs Case Manager – Papunya/Alice Springs
Responsible to	Team Leader
Responsible for	To provide assistance to clients in the provision of Welfare support services and supporting more junior community service workers to do the same
Founding Purpose	<i>“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)</i> Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God. Pathways for life
Vision	Our vision is to see a fairer Australia by enabling people in need 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">• <i>Pathways to strong families and healthy, happy children</i>• <i>Pathways through a successful youth</i>• <i>Pathways away from homelessness</i>• <i>Pathways for life and work ready skills</i>• <i>Pathways to sustainable employment</i>
Position Purpose	To work with individuals who have a severe functional limitation resulting from their mental illness and assist them to overcome social isolation and increase their connections to their community. This will require building relationships to enable referrals and close working relationships with the Government and non-Government sector with particular attention to the allied health sector.
Key Challenges	The ability to assess participants using a prescribed assessment tool and develop with participants an Individual recovery Plan.

This will require perseverance, flexibility and innovation to do so. The capacity to complete a number of administrative functions to assist outcomes for participants and the organisation. Balancing the desire to support the participant, whilst maintaining a focus on achieving the required performance and contractual outcomes.

Key Results Area	<ul style="list-style-type: none">• Client Support• Relationship Management• Administration
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A. Organization Chart (What are the key reporting relationships for the role?)



B. Job Requirement (What are the key activities for the role?)

Key Result Area 1	Client Support
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> Respond to referrals of clients to the service from internal and external support services and conduct over-the-phone and formal face-to-face assessments of suitability for support using the tool provided by DSS formerly known as FaHCSIA. Undertake initial assessments for clients, including all necessary paperwork and application forms. Work with clients to create individual recovery plans including referral to supplementary services as needed. Provide intensive ongoing case management sessions (formal and informal) with clients and review progression against individual recovery plans and provide informal counselling as required. Conduct group activities for clients where necessary and appropriate such as living skills, budgeting etc. Significant travel to remote community to provide case management support. Develop, implement and review culturally appropriate individualized recovery plans for each participant addressing issues including, but not limited to, living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships. Other duties as directed 	<ul style="list-style-type: none"> All referrals are responded to and appropriate clients are selected for the program. Thorough assessments are conducted and all required paperwork is completed and put on file Individual recovery plans are created for all clients in line with Mission Australia best practice. Ongoing support is provided for client that meets their individual needs and situation. Group activities are conducted for clients as appropriate. All remote participants have an individual recovery plan developed in a style appropriate to their needs. Working in Papunya community strengthening relationships with current participants and working together within the community, which includes overnight stay in community.

Key Result Area 2	Relationship Management
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> • 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. • Participate in PHaMs marketing with existing and new referral agencies. • Community engagement work within Papunya Community, strengthening relationships and building rapport with community elders • Other duties as directed 	<ul style="list-style-type: none"> • 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. • Positive relationships are built with referral agencies and referrals are received from these agencies. • Strong working relationships are formed within Papunya community building team collaboration with local community members and stakeholders.
Key Result Area 3	Administration
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> • Create and update individualized case management files for all clients in line with Mission Australia protocols. • Data completed on MACSIMS – Mission Australia Community Services Information Management System. • Maintain a thorough knowledge of PHaMs guidelines. • Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally. • Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All entry is completed and correct and kept as required. • Activities reflect the current guidelines. • Clients are provided with practical case management support to meet the individual needs. • Reports are completed and uploaded for Papunya Communications data collection.

- outcomes reports.
- Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.
- Other duties as directed
- 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.);
- 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 Occupational Health and Safety;
- 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
- Organizational awareness

Experience and Qualifications

- Tertiary qualifications in the allied health field or significant demonstrated experience in a similar roles
- Computer Literacy
- Current Driver License
- Current driver's license, Senior First Aid certificate or willingness to gain it is expected.
- Satisfactory criminal record check and Working with Children Check
- Desirable: Experience working in remote communities

E. Approval

Manager Name	Jean Ah Chee
Approval Date	17 June 2016