

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Case Manager
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 4
Program:	Northern Sydney Services- Together Home
Reports to:	Program Manager
Position Purpose:	<p>The Together Home program is a key initiative to support the Premier's Priority to halve street homelessness by 2025. Its key aim is to transition people onto a trajectory away from homelessness and into long-term, stable housing, whilst improving overall personal wellbeing. The provision of housing and support through the program aims to address people's support needs, build individual capability and capacity, and foster connections to community. You will provide assistance to clients through individualized and holistic client centered support to explore housing options, financial stability, mental health/AOD supports and referral to other appropriate services where required. You will be passionate about ensuring clients are able to remain in safe and affordable housing whilst ensuring they are connected to supports within the Community for ongoing independence and stability.</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"> 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. Undertake initial registrations for Clients, including all necessary paperwork and application forms. Induct Clients into the service including the property, facilities, financials, and regulations. May be required to provide intensive ongoing person-centred case management (formal and informal) in line with MA's National Case Management Approach, with complex Clients and review progression against case plan. May be required to provide, evidence-informed case management sessions with Clients that are sensitive and responsive to, the cultural strengths and needs of each Client. As required provide specialised case management (formal and informal) in line with MA's National Case Management Approach and Work collaboratively with internal caseworkers to provide specialised advice and support with appropriate engagement strategies. Assist Clients while at the service through brief therapeutic intervention and referral to suitable services Work with Clients to create holistic and strength-based individualised support plans utilising SMART goals including referral to supplementary services as needed. Respond to referrals of Clients to the service from internal and external support services 	<ul style="list-style-type: none"> All referrals 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 inducted into the service and are fully aware of their rights and responsibilities. Support plans are created for all Clients in line with Mission Australia best practice. Ongoing support is provided for Clients that meet their individual needs and situation. Clients are supported while at the service and offered appropriate referral to other services. Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services. Group sessions are conducted for Clients as appropriate. Knowledge of local services and 'best practice' is shared with other team members They work in a collaborative partnership with caseworkers to develop appropriate engagement strategies for Clients. Services are viewed as accessible, and the overall proportion of Clients accessing the service is increased. Work in partnership with caseworkers to conduct home visits successfully. Risk assessments are conducted, and Clients and workers are safe where necessary.

<p>and conduct over the phone and formal face to face assessments of suitability for support.</p> <ul style="list-style-type: none"> Undertake initial registrations for Clients, including all necessary paperwork and application forms. 	
Key Result Area 2	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Build and maintain positive internal and external relationships, with the ability to adapt communication style to resolve conflict including community, government non-government services, Indigenous organisations, Client's, and their family/caregivers etc. Participate actively in relevant network meetings. Provide specialist advice and share knowledge of local networks and 'best practice' with other team member's lower-level employees including coaching and mentoring. 	<ul style="list-style-type: none"> Mutually respectful relationships facilitate a positive team culture. Up to date knowledge of local community services facilitates active referral pathways into and out of the service. All relevant internal and external stakeholders are actively engaged with' Actively participates and professionally represents in relevant meetings and networks. Knowledge of local networks and 'best practice' is shared with other team members.
Key Result Area 3	Administration & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Under general direction proficiently undertake administrative skills including statistics, reports, referral letters, and goal plans and data entry in relevant Client Management System, etc. Ensure that all required internal and external Client paperwork is completed and copies kept on file inline Mission Australia protocols. Complete a range of administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans etc. In line with Mission, Australia protocols create and maintain Client related paperwork including individualised case management files. 	<ul style="list-style-type: none"> Case management files are created in required standard and updated regularly. All paperwork is completed and correct and kept as required. Clients are provided with practical case management 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.
Key Result Area 4	Program Support

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> As directed exercise initiative and judgement in undertaking a range of program support activates including the completion of internal and external reports relating to Clients including case management statistics, feedback summaries and yearly outcomes reports. Identify potential improvements in service provision to participants and participate in and implement all quality program activities within the service to ensure compliance with service standards. 	<ul style="list-style-type: none"> Appropriate notes are kept for all Clients in line with required MA and external standards. Active participation is made to program improvement meetings. Active participation in quality program activities. Active participation training and supervision. Effective cover is always provided across the program including providing relief duties when needed.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills, and experience required to do the role:

- Relevant degree with at least 1 years' experience (e.g. relevant four-year degree with at least 1 years' experience or relevant three-year degree with two years of relevant experience).
- Alternatively, employee may hold an associate diploma with relevant experience, a less formal qualification with substantial years of relevant experience or equivalent expertise gained through previous industry experience.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex Client.
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders.
- Well-developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances..

Key challenges of the role

- Manage a range of tasks including those which fall outside of case management to provide the support required for Clients within the service. In addition, managing a hectic atmosphere and confronting Client issues.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.

Compliance checks required

Working with Children	☒
National Police Check	☒
First Aid Certificate	☒
Evidence of COVID-19 Vaccination	☒
Driver's Licence	☒

Approval

Manager name Kevin Kingsbeer

Approval date 25/01/2022