

## 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:	<b>Suicide Prevention Case Manager</b>
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 4
Program:	Suicide Prevention Program (SPP)
Reports to:	Team Coordinator
Position Purpose:	Provide intensive support to people impacted by suicide, support participants to achieve their personal goals, develop better relationships with family and friends, integration into the community and manage everyday tasks. The role includes extensive case management to reduce suicide risk and promote recovery and healing.

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client Support
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Respond to referral from internal and external support services</li> <li>Undertake assessments for participants eligibility.</li> <li>Induct participants into the program objectives including participant code of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>All referrals are responded to and eligible participants are accepted into the program.</li> <li>Thoroughly conduct eligibility assessments for SPP and complete all required documentation</li> <li>Participants are inducted into the program and have a clear understanding of their rights, roles and responsibilities while engaging with SPP.</li> </ul>

<ul style="list-style-type: none"> <li>• Develop, implement and review culturally appropriate individual recovery plans for each participant.</li> <li>• Work with team members to complete risk assessments where necessary.</li> <li>• Provide informal counselling and intensive ongoing case management sessions with participants and review progression against individual recovery plans.</li> <li>• Improve outcomes for people at risk through, early intervention, outreach, crisis and follow up care including prevention, intervention and postvention work</li> <li>• Deliver culturally appropriate mental health education during specific community events such as Mental Health Week, NAIDOC Week, R U OK Day?, Yellow Ribbon events.</li> <li>• Assist participants to transition out of the service into independence or other services.</li> </ul>	<ul style="list-style-type: none"> <li>• Recovery plans are created for all participants in line with Mission Australia best practice and evidence-based models detailed in the program contract.</li> <li>• Risk assessments are conducted with staff and participants being safe where necessary.</li> <li>• Ongoing support is provided for participant that meets their individual needs and situation.</li> <li>• Providing appropriate supports including outreach, support, education, informal counselling and coordinated follow up care to participants.</li> <li>• Culturally appropriate community education is provided in a number of settings through participation in community events and activities.</li> <li>• Participants successfully transition out of the service into independence or other services.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Develop positive internal relationships with participants and other staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Develop strong relationships with key external stakeholders to assist in the receipt of information and referral of participants.</li> <li>• Participate in program marketing activities with existing and new referral agencies.</li> <li>• Engage with relevant external organisations, to support suicide prevention program planning and participation</li> <li>• Undertake promotional activities with program participants and the broader community including remote Aboriginal communities</li> </ul>	<ul style="list-style-type: none"> <li>• Strong internal relationships are developed resulting in improved service functioning and service outcomes.</li> <li>• Strong external relationships result in effective interaction with service and appropriate referral of participants.</li> <li>• Positive relationships are built with referral agencies and referrals are received from these agencies.</li> <li>• Strong relationships are developed resulting in improved transition and access for participants to relevant programs and services</li> <li>• Strong professional working relationships are formed within the community that are culturally appropriate</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Administration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Create and maintain individualised participant electronic files in line with Mission Australia policies and procedures, NT PHN program guidelines and contractual agreements.</li> <li>• Ensure all required internal and external participant documentation is completed and copies kept on file.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant files are created that meet a minimum required standard and are updated regularly.</li> <li>• All documentation is completed and correct and kept as required</li> <li>• Staff attended and engage with training including online webinars, self-directed learning and supervision as directed.</li> </ul>

<ul style="list-style-type: none"> <li>• Maintain a thorough knowledge of the suicide prevention program guidelines by attending training and webinars as directed</li> <li>• Complete a range of internal and external reports relating to participants, including monthly PMHC and statistical reports as well as six (6) monthly performance reports</li> <li>• Undertake a range of duties to support participants including case notes, external referrals, support letters, interactions with other service providers appointment setting and advocacy internally and externally.</li> <li>• Maintain minimum allocated caseload.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete a range of other administration duties for the efficient running of the service including statistics, reports, referral letters, individual recovery plans etc.</li> <li>• All requested and mandatory reports are prepared correctly and submitted on time.</li> <li>• Maintain allocated caseload</li> </ul>
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*Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.*

## 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

- Degree in Mental Health with at least one year's experience or Associate Diploma with relevant experience or less formal qualification with substantial years of relevant experience.
- Minimum 3 years working experience in the mental health or disability services sector, with people who have complex needs.
- A demonstrated person-centred, recovery-focused, strength-based approach to participants' care, based on a sound understanding of mental health and illness.
- Highly developed verbal and written communication skills.
- Highly developed relationship-building skills
- Experience in developing and/or facilitating one-on-one and group activities.
- Experience working autonomously and as part of a multi-disciplinary team across diverse inter-organisational relationships.
- Proven ability to manage own workload and time management, including the establishment and achievement of priorities in high work demands.
- Demonstrated professional approach to the role including maintaining professional boundaries and confidentiality.
- High level computer skills including competence in Client Information Management Systems and Microsoft Office Suite.
- Understanding of the National Aboriginal and Torres Strait Islander Suicide Prevention Strategy
- Sound knowledge of the Lifespan Integrated Suicide Prevention Framework model.
- Demonstrated experience working with Aboriginal and Torres Strait Islander people in a community service setting

### Key challenges of the role

- Travel to deliver support services to people living in remote, isolated communities.
- Respond to a range of different behaviours when people are experiencing mental ill health.
- Work within a person-centred, recovery service model with people who are presenting with different levels of mental ill health.
- Balancing the desire to support the participant, while maintaining administrative tasks and achieving the required performance and contractual outcomes.
- Working in a cross-cultural context

### Compliance checks required

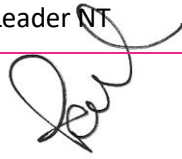
Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

**Approval**

Paul Royce – Regional Leader NT

12 May 2022

**Manager name**



**Approval date**