

## Mission Australia

**About us:** Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

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.

Together we stand with Australians in need, until they can stand for themselves.

**Purpose:** Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

*"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)*

**Values:** Compassion Integrity Respect Perseverance Celebration

**Goal:** To reduce homelessness and strengthen communities.

## Position Details:

**Position Title:** Team Leader, Youth on Track

**Classification:** Community Services Employee

**Level:** Level 5, 1

**Reports to:** Program Manager

**Position Purpose:** To support and supervise staff in delivering intensive case management to young people and their families to address criminogenic risk and needs. In addition Team Leader will oversee coordination and provision of a range of evidence based interventions.

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

Key Result Area 1	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Lead the service delivery team in the allocation of referrals of clients to the service intake processes in a timely manner and according to service guidelines.</li> <li>Supervise delivery of intensive case management supports to a case load of up to 12 young people per Case Manager and their families addressing criminogenic risk and needs.</li> </ul>	<ul style="list-style-type: none"> <li>All referrals are responded to in a timely manner and appropriate clients are selected for the program. Waitlist is managed in a timely and effective manner.</li> <li>Client case load is maintained as per program guidelines and depending on the level of support required for each participant</li> <li>Plans will address issues including, but not limited to: living and coping skills; welfare needs; interpersonal and social skills; health;</li> </ul>

<ul style="list-style-type: none"> <li>Oversee development of comprehensive case plans with the young person and their family focusing on addressing the young person's individual criminogenic needs as identified through the YLS/CMI-AA assessment and increase pro- social behaviour.</li> <li>Ensure that information on relevant community resources is available to Staff and participants and that appropriate referrals are made and followed up.</li> <li>Maintain client confidentiality at all times</li> <li>Provide effective and culturally sensitive support to all clients regardless of ethnicity, race, gender, social and economic class or sexual identity</li> </ul>	<p>education; risk behaviours, recreational needs, and family relationships.</p> <ul style="list-style-type: none"> <li>Information, support and advocacy is provided to all staff and participants to link in with other services where appropriate</li> <li>Mission Australia policies and procedures re: participant confidentiality are followed at all times, there are no reported or observed breaches of these policies</li> <li>Clients report that services are culturally appropriate and accessible</li> </ul>
<b>Key Result Area 2</b>	<b>Staff Supervision</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Ensure all staff training requirements are met.</li> <li>Maintain competent staff including recruitment and selection in conjunction with Program Manager</li> <li>Provide regular supervision to the service delivery team.</li> <li>Contribute to the ongoing development and improvement of the service through involvement in strategy and continuous improvement initiatives.</li> <li>Coordinate and participate in regular staff meetings to discuss progress, issues, planning and professional development.</li> <li>Effectively manage staff timesheets</li> <li>In conjunction with the Program Manager to foster a culture where all staff are encouraged to create, share and implement best practice and role model this behaviour</li> </ul>	<ul style="list-style-type: none"> <li>Service delivery staff meet their performance targets and achieves sustainable client outcomes as per service contract.</li> <li>Ongoing contribution is made to the development of the service through regular team meetings, team development and other activities as required (e.g. policy review).</li> <li>Meetings and development activities are conducted improving communication, performance and engagement.</li> <li>Staff are paid within a timely and effective manner</li> <li>Staff demonstrates creative, innovative practice in a sharing environment</li> </ul>
<b>Key Result Area 3</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Develop strong internal relationships with staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>Develop strong partnerships and relationships with key external</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 clients.</li> </ul>

<p>stakeholders including other service providers, networking in partnership to education and employment as well as NGO networks.</p> <ul style="list-style-type: none"> <li>Attend and participate in external meetings and case conference reviews as required by the Program Manager</li> </ul>	<ul style="list-style-type: none"> <li>External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed.</li> </ul>
<b>Key Result Area 4</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Monitor the service delivery team in ensuring client administration is completed in a timely manner and to a high standard and work with Program Manager to address any non-compliance in line with contractual requirements</li> <li>Works with the Program Manager to formally address non-compliance and performance issues as required.</li> <li>Monitor the service delivery team in maintaining adherence to all internal and external policy and procedures including contractual obligations and WH&amp;S and work with Program Manager to address any non-compliance.</li> <li>Complete a range of other administrative duties for the efficient running of the service including quality program requirements, impact measurement, statistics, reports, referral letters, etc.</li> </ul>	<ul style="list-style-type: none"> <li>All admin tasks and service reports are completed accurately and on time.</li> <li>All internal and external policies and procedures are adhered to.</li> <li>Administration duties are completed as required.</li> <li>Quality program is monitored and up to date monthly. Impact Measurement is completed as per requirement.</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;

## Position Description | Team Leader, Youth on Track - Blacktown

- 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 a relevant field (i.e. youth work, social work, AOD) or equivalent industry experience
- Demonstrated ability to provide leadership
- Demonstrated experience in working within a multidisciplinary team
- Demonstrated experience working with young people with complex needs.
- Demonstrated experience working with clients experiencing barriers to engagement including AOD and mental health.
- Experience working with clients who may have challenging behaviours
- High level referral and advocacy skills
- High level communication skills
- Computer literate in a windows environment
- Excellent oral and written communication skills
- A current First Aid Certificate or willingness to obtain

## Compliance checks required

Working with Children

National Police Check

Drivers Licence

## Approval

Manager name

Program Manager – Julie-Anne Wood

Approval date

Nov 2018