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| **Mission Australia** |
| About us: | Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more. Given the right support, we believe everyone can reach their full potential. That’s why we stand together with Australians in need, for as long as they need us. |
| 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: | End homelessness and ensure people and communities in need can thrive. |
| **Position details:**  |
| Position Title: | **Position Title** |
| Executive Function: | Community Services |
| Award/Agreement: | Service Delivery Enterprise Agreement |
| Classification: | Community Services Employer |
| Level: | Level 2 |
| Business Unit/Program: | Stuart Lodge and Aherlkeme Development Centre Alice Springs |
| Reports to: | Program Manager |
| Position purpose: | To support clients and other employees in the provision of activities that contribute to positive outcomes aligned to the service contract requirements, within the values of Mission Australia. |
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**Position requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * Induct clients to the service including the property, facilities, regulations, expectations and guidelines, prohibited items checklist, contract, client’s agreement procedure.
* Establish positive working relationships with clients, endeavouring to understand and interpret their behaviour, thus influencing positive attitudinal and behavioural change
* Assist team members in the provision of practical support to clients such as transport and continuous monitoring.
* Assist with the implementation of client individual plans.
* Assist clients with basic needs and support clients in a sensitive and culturally appropriate manner.
* Assist team members with client compliance to program rules and responsibility.
* Advise senior employee of any client breach or client inability to in accordance with standard procedures as per operations manual.
* Provide support in response to client emergency, and contact emergency services and required. Report emergency to senior employee in accordance with standard procedures as per operations manual.
* Complete Support Worker handover notes, documenting any relevant client activities and support.
 | * Clients are inducted to the program and understand their rights and responsibilities and documentation is completed.
* Clients are supported and comfortable at the service and effectively supervised at all times.
* Client’s individual needs are supported.
* Client’s basic needs are being met in an effective and safe manner.
* Operational policies, procedures and standard operating procedures a being followed and implemented.
* Senior employees are advised of breaches and compliance concerns.
* Client emergencies or serious behaviour issues are responded to promptly and emergency support is engaged where needed.
* Senior employees are notified of any emergencies.
* Effective handover is completed at the end of each shift.
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| **Key Result Area 2** | **Administration, Security and Compliance** |
| **Key tasks** | **Position holder is successful when** |
| * Undertake basic administrative tasks in accordance with instructions.
* Ensure all required internal and external documentation is in line with established parameters and standards including Mission Australia protocols.
* Program facilities and clients are secure and operational processes are being adhered to in accordance with standard procedures as per operations manual.
* Incidents, WHS concerns and other risk related occurrences are entered on Risk Ware.
 | * Documentation and data entry is completed and correct.
* Documents are prepared accurately and on time.
* Situations that are emergencies are responded to promptly
* Senior staff are notified of any breaches to facility or client safety.
* Senior staff are receiving notification via Risk Ware and information is clear, factual and concise.
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| **Key Result Area 3** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * In accordance with instructions contribute to the effective functioning and development of the service through assisting and supporting the following key areas:
	+ Kitchen
	+ Cleaning
	+ Maintenance
* As required, participate in or run group work in accordance with instructions around basic life skills to support clients.
* Contribute towards Continuous Quality Improvement through completion of scheduled activities and following program processes and service improvements.
 | * Support Worker task list is signed off and confirmed completed at the end of each shift.
* Clients are participating in workshops and providing evaluations.
* The service complies with all WHS, Operational Processes, Standard Operational Procedures, National Policy and Procedures and legislation.
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| **Key Result Area 4** | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * As required, engage with internal and external services and stakeholders.
* Actively participate in team meetings.
* Contribute to the development of the team and a positive team culture.
 | * The organisation is positively and professionally represented at all opportunities.
* Email, phone and face to face communication is professional and Mission Australia’s values are upheld.
* Professional relationships are established resulting in positive outcomes for all parties.
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| ***Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*****U 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](https://www.missionaustralia.com.au/about-us)
* 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.)
* 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](https://www.missionaustralia.com.au/what-we-do/children-youth-families-and-communities/keeping-children-and-young-people-safe)
* Actively support Mission Australia’s [Reconciliation Action Plan](https://www.missionaustralia.com.au/rap).
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Holds a certificate level qualification in Community Services or other appropriate qualification/experience acceptable to Mission Australia.
* Previous experience in a similar role.
* Demonstrated ability to work collaboratively as part of team and provide support to other team members as required.
* Demonstrated professional approach to the role including maintaining professional boundaries.
* Demonstrated ability to undertake functional day to day support of clients.
* The ability to develop knowledge skills and experience quickly.
* Good written and verbal communication skills, including basic administrative skills.
* Computer skills in Microsoft Office, and ability to adopt Mission Australia’s web-based Information Managements system (MACSIMS/MA Connect training will be provided).
* 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.
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| **Key challenges of the role** |
| * Ability to work with clients who are facing challenges and multiple barriers.
* The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.
* The ability to work with a diverse range of tasks and the willingness to support clients and other employees.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Driver’s Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval** Sharon Wilson, Area Manager 22 March 2021

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| **Manager name**  |  | **Approval date** |  |