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| **Job Title** | **Community Service Worker – Level 4** |
| Responsible to | Program Manager |
| 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 | “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)  Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God. |
| Vision | *Pathways for life*  Our vision is to see a fairer Australia by enabling people in need to 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:   * Pathways to strong families and healthy, happy children * Pathways through a successful youth * Pathways away from homelessness * Pathways for life and work ready skills * Pathways to sustainable employment |
| Position Purpose | To support clients and other staff in the provision of welfare support, in particular the provision of services to face homelessness and other related issues. |
| Key Challenges | The ability to work with clients who are facing challenging and multiple barriers. |
| Key Results Area | * Client Support * Relationship management * Administration |

1. **Organization Chart (What are the key reporting relationships for the role?)**

Program Manager

CSW4

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

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| **Key Result Area 1** | **Client Support** |
| **Key Tasks** | **Job Holder is successful when** |
| • 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.  • Work with clients to create individualized support plans including referral to supplementary services as needed.  • Provide intensive ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counselling as required.  • Assist IPU clients whilst at the service through brief intervention and referral to suitable services.  • Assist clients in the process of transition out of the service into independence or other services.  • Conduct group case management sessions for clients where necessary and appropriate such as living skills, budgeting etc. | • 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 indicted 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 client that meets their individual needs and situation.  • IPU clients are supported whilst 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. |
| **Key Result Area 2** | **Relationship Management** |
| **Key Tasks** | **Job Holder is successful when** |
| • 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. | • 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. |
| **Key Result Area 3** | **Administration** |
| **Key Tasks** | **Job Holder is successful when** |
| • Create and update individualized case management files for all clients in line with Mission Australia protocols.  • Ensure that all required internal and external client paperwork is completed and copies kept on file.  • 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 outcomes reports.  • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc. | • 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. |

1. **Purpose and Values Requirements**

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| **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.);  • Maintain a safe working environment for yourself and others in the workplace;  • Ensure required 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;  • Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;  • Actively support Mission Australia’s Reconciliation Action Plan. | |

1. **Recruitment information**

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| **Competencies** |
| • Client Support  • Values Alignment  • Organisational awareness |
| **Experience and Qualifications** |
| • A Degree or Diploma in Social Welfare/Social Science or a minimum of six years’ experience in a similar role  • Senior First Aid Certificate |

1. **Approval**

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| Manager’s Name: |  |
| Approval Date: |  |