

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:	Community Rehabilitation Support Worker
Division:	Service Delivery
Classification:	Community Services Employee
Level:	Level 3
Program:	Wellness Connect
Reports to:	Program Manager
Position Purpose:	<ul style="list-style-type: none">• To provide a client-led recovery-oriented, trauma-informed, strengths-based intervention mental health support model primarily through the delivery of group wellbeing programs.• To provide a range of individualised rehabilitation and support to consumers with severe mental illness to:<ul style="list-style-type: none">• Increase personal capacity, confidence and self-reliance• Increase social participation• Streamline access to appropriate services• Provide flexible and responsive support at times of increased need

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

Key Result Area 1 Key Tasks	Client Support Position holder is successful when:
<ul style="list-style-type: none"> • Plan and deliver psychosocial programs to people who are eligible for the program. Be creative to make content accessible for a variety of audiences and needs. • Participate in the planning, delivery and evaluation of group supports. • Co-facilitating programs with a group of 10-12 people. • Develop strong partnerships to ensure maximum efficiency in the provision of group support. • Consult consumers to identify their interests and goals and use creativity to develop sustainable groups to meet these needs. • Promote a culture of recovery that is based on each person’s individualised needs and goals • Engage with vulnerable populations and provide culturally sound group support to consumers of diverse backgrounds. • Actively seek to engage consumers in group supports and develop trusting and professional relationships. • Demonstrate initiative and time management skills while working independently with consumers. • Demonstrate good risk management skills when working with consumers. • Assist consumers to participate in group activities and their local community by supporting them to develop interpersonal skills. • Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes. • Engage consumers and develop trusting and professional relationships • Provide direct practical support to consumers short-term to address a situational crisis. • Together with the consumer regularly monitor their progress towards their identified goals. 	<ul style="list-style-type: none"> • Programs are created for clients in line with Mission Australia best practice. • Group sessions are conducted for clients as appropriate. • 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. • Appropriate notes are kept for all clients in line with required MA and external standards. • Risk assessments are conducted, and clients and workers are safe. • Actively support clients to develop an Individualised support plan and recovery plan outlining their goals. • Support consumers to develop Safety Plans and Recovery Plans for when crisis occurs. • Refer Consumers to other service providers in line with their recovery goals and with consumer consent.

<p>Key Result Area 2</p> <p>Key Tasks</p> <ul style="list-style-type: none"> • Using the team approach to support work, cooperate closely with team members to ensure continuity of care and provision of a comprehensive service to consumers. • Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities. • Participate in the development of best practice, policies, and project submissions. • Participate in evaluation of the effectiveness of the service in consultation with consumers. • Support the consortium’s efforts in reducing our impact on the environment and work towards a sustainable future. • Participate in risk management and continuous quality improvement activities. 	<p>Consortium Participation</p> <p>Position holder is successful when:</p> <ul style="list-style-type: none"> • Active participation is made to program improvement meetings. • Active participation in quality program activities • Active participation training and supervision. • Employees are supported in their roles and are given timely feedback in all cases. • Input into employees’ performance reviews are up to date, and ongoing development opportunities are provided for employees. • Induction of new employees is completed in compliance with MA policy. • Clients comply with internal and external regulations with minimal non-compliance maintained. • Written records are accurate, concise and completed in a timely manner.
<p>Key Result Area 3</p> <p>Key Tasks</p> <ul style="list-style-type: none"> • Work closely with external stakeholders such as community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities. • Involve carers, family and friends, as identified by the consumer, in the individual service plan for the consumer. • Provide assistance to the Wellness Connect Consortium team members with the coordination of internal events such as planning days and workshops, as well as external events such as the ‘Psychosocial Disability Communities of Practice’. • Be willing to seek assistance from internal and external stakeholders to find innovative solutions to any problems or uncertainties that arise. 	<p>Relationship Management</p> <p>Position holder is successful when:</p> <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.

<p>Key Result Area 4</p> <p>Key Tasks</p>	<p>Administration and Compliance</p> <p>Position holder is successful when:</p>
<ul style="list-style-type: none"> • Collect, collate and maintain data on the outcomes of group supports to feed back to the Program Manager and consortium lead. • Data systems - following standard procedures, to maintain data on consumer interaction in accordance with Adelaide Primary Health Network MasterCare client management system. • Regularly report to the Mission Australia and Consortium lead agency regarding outcomes and barriers. • Enter incidents in alignment with Mission Australia and relevant Government and Funding Body Department reporting requirements. 	<ul style="list-style-type: none"> • Group program files are created to the required standard and updated regularly. • Data system procedures are completed and correct and data is maintained as required. • All required reports are prepared correctly and on time. • All required administration tasks are completed accurately and in a timely manner including risk assessments, individualised support plans, recovery plans, case notes, consents forms and K10 assessments, as well as any other reporting requirements.
<p>Key Result Area 4</p> <p>Key Tasks</p>	<p>Client Harm Prevention and Harm Minimisation</p> <p>Position holder is successful when:</p>
<ul style="list-style-type: none"> • Identify and respond to any child at risk of harm and notify as mandated in line with the Child Protection Act. • Comply with Mission Australia policies and procedures and standards of practice relating to Client Safety, OH&S, Child Protection, Risk Management and Critical Incidents are adhered to. • Comply with all applicable legislation (both federal and state) relating to harm prevention and harm minimization for client. • Fulfil duty of care obligations in relation to children, young people and adults interacting with Mission Australia 	<ul style="list-style-type: none"> • Any child protection issues are reported; and child protection issues are communicated with others in the team. • Clients are provided with practical support to address safety concerns where necessary. • Duty of Care obligations are upheld in situations where clients are being harmed or at risk of harm • Timely, accurate and factual reporting of child protection concerns is made to statutory authorities as required. • All internal and external electronic reporting systems are adhered to. • All paperwork is completed and correct and kept as required. • Ensure client confidentiality are established and adhered in accordance with best practice standards. •

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

- Mental Health Qualification, or equivalent Human Services or Community Services qualification of Certificate IV level or above, or complete it within one year from start date with Mission Australia.
- 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.
- An understanding from combined lived experience and professional development about factors that support recovery and a proven ability to use this to positively support others on their recovery journey.

Key challenges of the role


- Manage a range of tasks including those which fall outside of role in order 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	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	Child Safe Environments – Through Their Eyes certificate

Approval

People Leader name



Approval date

01/10/2020

Helen Graham, Regional Leader