

## Mission Australia

About us:	<p>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.</p> <p>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.</p> <p>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.</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>Case Worker</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Service Employee
Level:	Level 3
Business Unit/Program:	Staying Home Leaving Violence
Reports to:	Program Manager
Position purpose:	<p>Provide support to Domestic &amp; Family Violence victims ensuring housing stability and preventing their homelessness. The SHLV service model is based on intensive case work which is long-term, needs based and integrated with key agencies such as the Police, Women's Domestic Violence Court Advocacy Services, health services, Housing NSW and relevant NGOs. The Program supports women aged over 18 years who have separated from a violent partner or family member and who choose to remain in their own home. SHLV Case Workers provide comprehensive assessment of risk for women and children affected by Domestic and Family Violence, including safety planning and case management strategies.</p>

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

<b>Key Result Area 1</b>	<b>Child and Youth Safe Practice</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>

<ul style="list-style-type: none"> <li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li> <li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies, procedures and supporting documents to practice as required by the role.</li> <li>• Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<ul style="list-style-type: none"> <li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li> <li>• Sound application of policy to child and youth safe practice is demonstrated.</li> <li>• Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Client Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Provide safety planning and case management strategies to women and children affected by and escaping DFV</li> <li>• Support clients to remain safe and free from violence in their own home and remain so over time.</li> <li>• Assist women to remain separated from a violent partner by addressing common barriers to leaving violent relationships.</li> <li>• Assist women to maintain stable accommodation and control of their finances</li> <li>• Facilitate the client's access to the court system to obtain effective legal protection</li> <li>• Assess, at each stage of the process, the client's needs for legal and social/ welfare assistance and facilitate her access to services which can assist with these needs</li> </ul>	<ul style="list-style-type: none"> <li>• Clients maintain safety following an ADVO breach.</li> <li>• Clients have a documented case history to assist police and court procedures.</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Administration and Compliance</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Under general supervision complete various administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans and data entry in relevant Client Management System, within in quality frameworks that maintains the relevant accreditation standards.</li> <li>• Create and update individualised case management files for all clients in line with Mission Australia protocols.</li> <li>• Ensure the completion of all required internal and external reports relating to</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• All required reports are prepared correctly and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul>

clients and the program including risk assessments, statistics etc.	
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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.*

## 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.)
- 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

- Understanding of Domestic & Family Violence, its complexities and consequences, particularly as they affect Aboriginal Women and Children, and sensitivity to their needs
- Knowledge and understanding of the criminal justice response to Domestic & Family Violence
- Ability to work with local Aboriginal communities and the broader community to promote awareness of Domestic & Family Violence
- Good communication skills, particularly in negotiation, advocacy and conflict resolution
- Good networking skills
- Good organisational and administrative skills.

### Additional requirement of the position

It is a requirement of the position that the position holder have a myGovID account (set up at a minimum of standard strength) and use this account via the myGovID app to facilitate login to online systems for work purposes.

### Key challenges of the role

- Supporting victims of Domestic & Family Violence
- Promoting awareness of Domestic & Family Violence in the community

### Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" 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

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Manager name

Approval date