

## 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>Intensive Family Support Practitioner</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 4
Program:	Intensive Family Support, Queensland
Reports to:	Program Manager
Position purpose:	The Intensive Family Support Practitioner facilitates effective sustainable change in families experiencing multiple and complex needs, to minimise or prevent a family from entering or re-entering the statutory child protection system. The practitioner works with families in their homes and communities, using a strengths-based case planning approach to build safety, wellbeing and belonging.

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

Key Result Area 1	Child and Youth Safe Practice
<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> </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> </ul>

<ul style="list-style-type: none"> <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>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>Respond to selective referrals from the Program Manager in line with Intensive Family Support policies and processes to build safety, wellbeing and belonging for families accessing the service.</li> <li>Where necessary support the intake and waitlist process for new referrals.</li> <li>Embrace a framework of practice that is strengths-based, client-centred and family focused.</li> <li>Be alert to changing dynamics in the family home and respond in accordance with service guidelines to any safety issues for children, young people and their families.</li> <li>Engage families in their homes and at other suitable locations to actively and proactively overcome barriers to engagement.</li> <li>Where necessary conduct unannounced home visits to facilitate engagement of clients.</li> <li>Collaborate with families to co-create a transparent and actionable Case Plan that purposefully builds safety, wellbeing and belonging for children and their families.</li> <li>Complete required Assessments and Case Notes within stated timeframes as outlined in policies and procedures.</li> <li>Where needed conduct brief informal counselling in the client's home to support engagement and progress on case plan goals; these might include motivational interviewing, skills training, problem solving, psycho education and relaxation strategies.</li> <li>Develop strategies to actively engage resistant clients who will be at risk of future harm if change is not made.</li> <li>Build partnerships with other services to support engagement with hard to reach families, resistant to support.</li> <li>Work with colleagues and other agencies to conduct group learning and reflection sessions with clients on subjects critical to IFS program goals such as parenting and budgeting.</li> </ul>	<ul style="list-style-type: none"> <li>The safety, wellbeing and belonging of service users is enhanced in a professional, appropriate and ethical manner.</li> <li>The confidentiality of children, families and young people is respected and where information is shared it is done in accordance with legislated provisions.</li> <li>Families are assertively encouraged and supported to work with the service and unannounced home visits are conducted safely and effectively as required.</li> <li>Children, young people and their families are enabled to create their own case plan and their achievements are celebrated.</li> <li>Emerging client needs and emergencies are responded to proactively, reported correctly and communicated to a line manager and case team.</li> <li>A written Case Plan is developed with the family.</li> <li>Clear and regular communication occurs with stakeholders, including stakeholder meeting, to enable coordination of activities around the family.</li> <li>Case notes and financial records are accurate, concise are recorded in accordance with local procedures.</li> <li>Participation in personal and group reflective practice processes to enable an environment of continual learning.</li> <li>Families are supported to connect with long term sustainable supports following the IFS support period.</li> <li>Tenacious and active efforts are made to engage with every family referred to the service.</li> <li>Regular and purposeful group work occurs for clients accessing the service.</li> </ul>

<ul style="list-style-type: none"> <li>• Participate in service evaluations and audits as part of continual improvement processes.</li> <li>• Coordinate and participate in stakeholder meetings with other services and clients as needed to coordinate an optimal service response for a family and overcome barriers to change.</li> <li>• Assist clients to transition to alternative longer-term services that can provide ongoing support and connection beyond IFS intervention.</li> </ul>	
<p><b>Key Result Area 3</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Identify and maintain productive relationships between the program and other relevant stakeholders and services.</li> <li>• Use productive working relationships with other stakeholders and services to promote MA services, enable service accessibility and promote the best outcomes possible for our clients.</li> <li>• Build trusting relationships between the program and the Aboriginal and Torres Strait Islander community and other local cultural groups.</li> <li>• Participate actively in community network meetings.</li> <li>• Share knowledge of local networks with other team members.</li> <li>• Participate in team processes and promote a hopeful and positive team culture.</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive and productive relationships are experienced between practitioners in the team.</li> <li>• Networks are built with a range of relevant local stakeholders.</li> <li>• Strong relationships are developed between practitioners in MA services and other community services.</li> <li>• The team hold and share an up to date knowledge of local community services to facilitate active referral pathways.</li> <li>• Practitioners actively participate in community meetings and networks.</li> <li>• Local community agencies feel are able to understand what IFS services do and understand how and when to refer.</li> <li>• Mutually respectful relationships facilitate a positive team culture.</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Risk and Safety Planning</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Actively work with families to identify goals that will promote safety, wellbeing and belonging for their children.</li> <li>• Following organisational guidelines to proactively respond to unsafe behaviour or situations, working alongside families to reduce risk, wherever it is safe to do so.</li> <li>• Work with the Senior Practitioner and other Specialists to actively assess safety and future risk for clients and follow procedures for reporting to statutory authorities in accordance with organisational guidelines where necessary.</li> <li>• Support families to increase safety through the use of safety plans, brokerage support</li> </ul>	<ul style="list-style-type: none"> <li>• Structured decision-making tools are used accurately and purposefully to support practitioner assessments of safety and risk.</li> <li>• Safety concerns are discussed with families in a safe and non-judgemental manner.</li> <li>• Families are encouraged to engage in their own safety planning process and develop their own plan for building safety for their children.</li> <li>• Unsafe behaviour or situations are reported to the relevant statutory authority as outlined in organisational policy and procedure.</li> <li>• Active safety plans are reviewed regularly with the client and supervisor.</li> </ul>

<p>and connection to other services and the community.</p> <ul style="list-style-type: none"> <li>• Work sensitively and safely with victims and survivors of domestic and family abuse.</li> </ul>	
<b>Key Result Area 5</b>	<b>Administration &amp; Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Create and update individualised case management files for all clients in line with Mission Australia policies and procedures.</li> <li>• Use systems for monitoring and reviewing workflows to ensure consistent record keeping and monitoring of service outputs.</li> <li>• Undertake a range of case management duties to support positive progress on a client’s case plan including referrals to other agencies, support letters and reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files created and updated in accordance with policies and procedures.</li> <li>• Case Notes, assessments and reports are accurate and use non-judgemental language.</li> <li>• Client confidentiality is maintained and all client files are stored securely as outlined in MA policy and procedures.</li> <li>• The Program Manager approves the release of any client information requested by external agencies in accordance with relevant legislation.</li> </ul>

*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.
- Participate in learning and development programs about workplace health and safety.
- Acquire and keep up to date knowledge of work health and safety matters.
- Follow Mission Australia procedures to assist 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

- A degree or qualification in Human Services, Social Work, Social Sciences, Psychology or another relevant field.
- Experience in the Case Management of families facing multiple and complex challenges such as mental health, disability and domestic and family violence is desirable, and the ability to apply evidence based therapeutic frameworks and early intervention principles.
- Demonstrated understanding of relevant Child Protection and Domestic and Family Violence legislation pertaining to the safety and wellbeing of children and families.
- Professional understanding of the issues and needs facing Aboriginal and Torres Strait Islander families including Intergenerational Trauma.
- Strong interpersonal skills including listening and engagement skills and the ability to build and maintain relationships with vulnerable families facing complex and interconnected challenges.
- Strong written communication skills and the ability to present information and case notes clearly and concisely.
- The ability to form collaborative partnerships and connections with other professionals and organisations to achieve outcomes that benefit clients accessing the service.
- Demonstrated capacity to manage time effectively while managing a caseload of complex clients including the ability to maintain professional boundaries and confidentiality.
- A sound level of computer literacy including proficiency in Microsoft Office packages and client case management systems.
- A positive team player who looks for ways to improve current work practices and processes whilst aligning with the values of Mission Australia.

### Key challenges of the role

- Coaching and supporting families to make changes that will build safety, wellbeing and belonging for their children.
- This role will at times be required to operate outside normal office hours (at night and on weekends and public holidays). The incumbent may be required to participate in an on-call roster.

### 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** David Free, Area Manager

4 July 2022

Manager name

Approval date