

<b>Job Title</b>	<b>Case Worker – Level 4</b>
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	<p>“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)</p> <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p>
Vision	<p><i>Pathways for life</i></p> <p>Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.</p>
Organizations’ Core Values:	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	<p>Walking alongside those in need, we help people discover:</p> <ul style="list-style-type: none"> <li>▪ Pathways to strong families and healthy, happy children</li> <li>▪ Pathways through a successful youth</li> <li>▪ Pathways away from homelessness</li> <li>▪ Pathways for life and work ready skills</li> <li>▪ Pathways to sustainable employment</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Client Support</li> <li>▪ Relationship management</li> </ul>

- Administration

## A. Organization Chart (What are the key reporting relationships for the role?)

Program Manager

CSW4

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

Key Result Area 1	Client Support
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Undertake initial registrations for clients, including all necessary paperwork and application forms.</li> <li>• Induct clients into the service including the property, facilities, financials and regulations.</li> <li>• Work with clients to create individualized support plans including referral to supplementary services as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals are responded to and appropriate clients are selected for the program.</li> <li>• Thorough registrations are conducted and all required paperwork is completed and put on file.</li> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> <li>• Support plans are created for all clients in line with Mission Australia best practice.</li> </ul>

- Provide intensive ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counselling as required.
- 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.
- Ongoing support is provided for client that meets their individual needs and situation.
- 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

### Key Tasks

- 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.

## Relationship Management

### Job Holder is successful when

- 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

### Key Tasks

- 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.

## Administration

### Job Holder is successful when

- 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.

- 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.

## C. Purpose and Values Requirements

### 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.

## D. Recruitment information

### Competencies

- Client Support
- Values Alignment
- Organisational awareness

#### Experience and Qualifications

- A Degree or Diploma in Social Welfare/Social Science or substantial relevant experience in a similar role
- Driver's Licence
- Senior First Aid Certificate

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### E. Approval

Manager's Name:

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Approval Date:

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