

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:	Carer Support Worker
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Service Worker
Level:	Level 3
Business Unit/Program:	Service Delivery
Reports to:	Program Manager
Position purpose:	To work with carers who support loved ones with a mental health condition.

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

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.

children and young people engaging with MA services.	
Key Result Area 2	Carer and family support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals of carers and families to the service from internal and external services and conduct formal assessments of suitability for the program. Undertake initial registrations for carers and families, including all necessary paperwork and application forms. Induct carers and families into the program. Once in program, work with carers and families to create individualised support plans. Provide ongoing support sessions with carers and families and review progression against case plans and provide informal counselling as required. Conduct carer and family assessments via the carer star to contribute to the ongoing development of the case plan. Review Carer Star assessments every three months or sooner if needed. Participate in the ongoing implementation of the support plan through a range of varied support activities. Liaise with other support services and organizations to coordinate the requirements of the support plan. Assist carers in the process of transition out of the service. 	<ul style="list-style-type: none"> All referrals are responded to, and appropriate carers and families are selected for the program. Thorough registrations are conducted, and all required paperwork is completed and put on file. Carers and families are thoroughly inducted into the program and are fully aware of their rights and responsibilities. Support plans are created which reflect the goals of the carer/family. All plans are developed utilising person-centred planning principles. Ongoing support is provided for carer/family that meets needs and situation, and effective relationships are built with carers. Carer Star assessments are conducted thoroughly and as scheduled and contribute to the development of appropriate case plans. Support plans are reviewed regularly. Effective coordination is undertaken to allow support plans to be undertaken including appropriate referrals. Carers/families are effectively transitioned out of the service where appropriate and offered ongoing support from external services.
Key Result Area 3	Program Support and Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Develop and maintain relationships with internal and external stakeholders including service partners and government agencies. 	<ul style="list-style-type: none"> Effective relationships are created resulting in positive outcomes for carers/families and the service, and opportunities are utilised for the enhancement and promotion of MA.

<ul style="list-style-type: none"> • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff. • Participate actively in Continuous Quality Improvement through completion of scheduled activities and consistently being aware of process or service improvements. 	<ul style="list-style-type: none"> • Active contribution is made to the development of the program including participation in staff training and development. • Opportunities are identified for improvement within the service and presented to management as required.
<p>Key Result Area 4</p>	<p>Program Maintenance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Create and update individualized case files and notes for all carers/families in MA Connect or hard copy and in line with Mission Australia protocols. • Take all necessary action to ensure self-care and safety including OHS, EAP/Chaplain support, professional development activities etc. • Ensure that all required internal and external carer paperwork is completed and copies kept on file. • Complete a range of internal and external reports relating to carers/families and the program including assessments, carer visits, time spent and case load numbers etc. • Complete a range of other administrative duties for the efficient running of the service including using the brokerage, service statistics, referral letters, goals, plans etc. 	<ul style="list-style-type: none"> • Case files notes are created in a clear and concise fashion, to required standards and are updated regularly. • All possible self-care precautions are taken. • All paperwork is completed and correct and kept as required. • All required reports are prepared correct and on time. • All required administration tasks are completed accurately and in a timely manner and the brokerage account is appropriately managed.

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

- 2-year diploma in Social Welfare (or higher) or relevant industry experience
- Senior first aid certificate
- Understanding of mental health issues and the effects on families
- Driver's License
- Lived Experience providing mental health carer support is desirable.
- Good communication and influencing skills.
- The ability to work autonomously.

Key challenges of the role

- Travel to and from and between carers and services to provide case support.
- The ability to motivate and engage and empower carers.
- Working with external partners to effectively negotiate successful outcomes for carers.

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

Other (prescribe)

Approval

First name Last Name, Title

Day Month Year

Manager name

Approval date