

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:	Case Manager
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Service Employee
Level:	Level 4
Business Unit/Program:	Family Preservation Program
Reports to:	Program Manager
Position purpose:	Provision of targeted support of a specialised nature to vulnerable children and families to ensure that children are healthy and safe and families provide safe, nurturing environments. This position will provide outreach services as directed by the Program Manager.

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. 	<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.

<ul style="list-style-type: none"> Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<ul style="list-style-type: none"> Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.
<p>Key Result Area 2</p>	<p>Client Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> Exercise judgement and contribute critical knowledge and skills in support of clients to minimise risk of significant harm. Maintain a caseload of families; work in collaboration with families and other stakeholders to develop plans to address risks Provide core components of the Family Preservation Program to families with children between the ages 0 – 17 years Work with families in a strengths-based approach to support families Provide parent/carer with support that is focused on parental vulnerability: <ul style="list-style-type: none"> alcohol and other drug misuse mental health needs disability needs domestic and family violence (DFV) child and young person behaviour and/or mental health issues child and young person disability related issues Impacts of intergenerational and cultural trauma. Provide one-to-one structured and sustained support and skill development to parents in the home environment through the delivery of home visiting programs Provide assistance to families to access universal and specialist services within the local service system. Provide relevant supported referrals and information in an effective and timely manner Conduct regular reviews with families, and other relevant parties, to celebrate success and review case plans 	<ul style="list-style-type: none"> Case plans are implemented that include an intensive focus on: assessment and case plan review and identifying and referring the family to universal and/or specialist services within the local service system which meet their short, medium and long term needs. Assessments are undertaken in partnership with the family and relevant agencies and are viewed as a shared commitment between the case manager, the family and agency staff. Work within Family Preservation guidelines and program specifications: be child centred, family focused, trauma informed, culturally appropriate and strengths based Families are provided with tailored support to meet child and family needs and to ensure that families are able to achieve lasting and positive changes. Support is provided to families through home visiting to assist families to achieve outcomes and children to be safe. Vulnerable families can access the right supports at the right time Providing wrap around supports to family so children and young people have healthy development Providing the family with interventions that builds self-regulation, capacity, and capability Information and advice are provided to vulnerable families that reinforce positive family relationships, increases resilience, promotes healthy child development and prevents child abuse and neglect

<ul style="list-style-type: none"> Discuss and plan for exits with families; exit families efficiently as risk is reduced within the time frame 	
Key Result Area 3	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Work under general direction with Mission Australia and Department of Communities and Justice (DCJ) to ensure that program guidelines are adhered to. Keep up to date with legislation for accurate and relevant information to provide a high quality service. Work in partnership with DCJ to engage families who are at risk of significant harm Build collaborative relationships with families, community partners and external agencies for the purpose of the family preservation program Comply with the protection framework and follow family preservation procedures, actively screening for children at risk of harm and reporting appropriately Attend and participate in regular support meetings and team meetings Provide on-call services for the program when required 	<ul style="list-style-type: none"> Staff are aware of service processes and program guidelines and Family Preservation Key Performance Indicators (KPIs) All policies and procedures are understood and adhered to, seeking clarity with supervisor as required Liaises with agencies identified as 'Prescribed bodies' by the NSW Children and Young Persons Care and Protection Act, 1998 for the purpose of information exchange relating to the care and wellbeing of children and young persons involved in the family preservation program Staff are confident and resourced in making a report to the DCJ Helpline External meetings and case conference reviews are attended, where appropriate, and effective advocacy is undertaken where needed On-call is undertaken as per requirements
Key Result Area 4	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Create and update individualised case management files for all clients in line with Mission Australia protocols. Complete a range of SARA assessments for families as per Family Preservation framework Document all client services and maintain accurate and up to date client files, following Mission Australia procedures and best practice in a timely manner Prepare and submit relevant reports, timesheets and required data in accordance with MA policy and procedures. Participate in Mission Australia's Quality Program 	<ul style="list-style-type: none"> Case management files are created to the required standard and updated regularly in line with Mission Australia protocols All required SARA assessments are prepared correctly and uploaded into the client's files in a timely manner in line with family preservation framework File reviews show compliance to procedures and best practice and up are up to date Regular reporting requirements are met All required administration tasks are completed accurately, in a timely manner and in accordance with the requirements of the Program Manager Participation in Mission Australia's Quality program
Key Result Area 5	Learning and Development

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Attend and participate in regular support meetings and team meetings Commit to a continuing process of personal self-development, training and skills acquisition Complete Mission Australia induction and orientation program and mandatory training 	<ul style="list-style-type: none"> Come prepared and engage in Supervision on regular basis with your Supervisor Take responsibility for personal career development and training Active contribution is made to the development of the program including participation in staff training and development

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

- Tertiary Qualification with at least one year relevant experience in the human services industry or lesser qualification with substantial relevant experience in the human services industry.
- Experience in case management and the delivery of living skills and / or parenting programs.
- Knowledge and understanding of issues facing vulnerable families and their children.
- Computer literate in a Windows environment.
- Excellent oral and written communication skills.
- Current Driver's Licence.

- Senior First Aid Certificate

Key challenges of the role

- The ability to provide intervention and support that sustains parental behaviour change to families who have children at risk of significant harm (ROSH) requires case managers to tailor activities and refer to other service, using judgment and/or critical knowledge and skills to meet each family's unique needs with the family context.
- Providing program components to address the trauma that is prevalent among children and young people at risk of significant harm (ROSH) and their parents may require extensive travel in remote areas.
- Working with families in the child protection field required case managers to engage and motivate families whom have complex needs, in a non-mandatory program
- Working with external partners to effectively negotiate successful outcomes for families

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 type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Manager name

Approval date