

The 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:	Family and Domestic Violence Outreach Worker
Executive Function:	Community Services
Award/Agreement:	Mission Australia Service Delivery Enterprise Agreement 2016 – 2019
Classification:	Community Services Employee
Level:	Level 4
Business Unit/Program:	East Pilbara Family and Domestic Violence (FDV) Outreach Case Management Service
Reports to:	Program Manager
Position purpose:	<p>This position will work in alignment with the values of Mission Australia to provide effective case management and face to face counselling to individual clients with Family and Domestic Violence (FDV) issues and provide group therapy and education as required. In addition, the FDV Outreach Case Manager will provide FDV specialist information and support to other Mission Australia employees regarding case management plans. The position will also be responsible for providing community education and awareness sessions to increase the knowledge of community members on FDV and related issues. The provision of the aforementioned support requires liaison with geographically dispersed services and as such will require travel within the region.</p>

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

<p>Key Result Area 1</p>	<p>Client Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Respond to referrals and conduct assessments using strengths based approach assess eligibility and support needs and establish a case plan with the client and other relevant stakeholders. • Provide counselling to clients. • Contribute to the development and facilitation of group sessions to meet the needs of the service, clients and the local community in consultation with the Program Manager. • Develop, implement and review case plans for clients, addressing such issues as living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships. • Establish, record, monitor and review client progress, in consultation with Program Manager. • Deliver high quality service based on good practice principles. • Develop quality relationships with a range of key stakeholders. 	<ul style="list-style-type: none"> • Referrals are responded to in a timely manner and in line with service guidelines. • Assessments are completed within timeframes. • Support is provided for clients in accordance with the Mission Australia Case Management framework, with positive results and quality outcomes. • Develop and regularly review case plans to help clients overcome barriers to successful independent living • Group sessions are conducted with a professional and well-structured approach, with quality outcomes for clients involved. • Programs reflect individual needs, abilities, culture and diverse interests. • Client data is maintained within the client information system. • Using evidence based practice and outcomes measurement and participating in service evaluation. • Influential relationships are created with external bodies for the development of the service and advancement of needs of clients. • High quality services are delivered on good practice principles
<p>Key Result Area 2</p>	<p>Program Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Provide specialist advice and support to Community Services staff in case management and development of management plans. • Participate in the planning and implementation of FDV training courses for the development of staff. • Provide specialist advice and input to service evaluations and reviews to ensure continuous quality improvement and promotion of best practice. 	<ul style="list-style-type: none"> • Quality advice and support is offered to Community Services staff in a timely manner, with demonstrated improvement in the approach to FDV issues. • Development activities are designed and delivered to staff on a regular basis. • Input is made to service development planning and implementation.

<p>Key Result Area 3</p>	<p>Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Provide a positive image of Mission Australia within the local community and within the FDV sector. • Maintain and submit relevant documentation in accordance with deadlines. • Contribute to the achievements of agreed program capacity benchmarks. • Develop and maintain strong relationships and working partnerships and collaborate with co-workers and other agencies/professionals. • Develop a safe working environment for colleagues, clients and visitors by applying Work Health and Safety principles and the implementation of safe work practices. • Participate in planning and preparation for the service budget. • Contribute to the ongoing development of the service through actively sourcing and recommending relevant equipment acquisition. • In conjunction with the Program Manager provide six monthly activity reports for the Funder. 	<ul style="list-style-type: none"> • Participating in orientation and induction process; has developed an understanding of organisational policy and procedures; maintains professional integrity, demeanour and appearance. • Allocated activities are completed within timeframes. • Documentation is maintained in compliance with funding body requirements, Mission Australia and program policy and procedures. • Benchmarks are met in regards to initial planning meetings, case load, individual sessions, group provision, and program policy and procedures. • Active contribution is made to staff and team meetings and informal discussions are initiated with other staff and Service Manager. • WHS orientation is completed on time; participation in mandatory and other relevant in-service (internal & external) training is maintained. • Contribution is made to financial planning. • Relevant equipment and needs of area of service are sourced. • Accurate and informative reports are provided in a timely manner.
<p>Key Result Area 4</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Document clear and concise records including statistics and outcomes and submit reports where required. Maintain a working log of all contacts with clients, families and support services. • Manage and administer cases/tasks in a coordinated, efficient and timely manner. Ensure all program funds have the required approval before purchasing goods and services. • Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS. 	<ul style="list-style-type: none"> • All paperwork is completed and correct and kept as required. • Approval is gained from Program Manager before purchasing goods. • Professional standing is upheld, and all relevant development activities are completed. • Usage of brokerage to purchase appropriate client related materials. • Brokerage and client expense records are maintained in accordance with Mission Australia policy and procedures and reported annually to funder.

<ul style="list-style-type: none"> • Maintain current and complete client files, case notes and reports. • Participate in required professional assessment and development programs to ensure required professional standing is upheld. • Administer brokerage funds to purchase appropriate client related materials. 	
Key Result Area 5	Prevention and Promotion
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and facilitate community awareness raising activities. • Work collaboratively with stakeholders to promote FDV prevention strategies within local communities. • Provide monthly statistics on prevention and promotion activities to Program Manager. • Ensure appropriate records are kept on the provision of prevention and promotion activities. • Promotion and adoption of evidencebased FDV policy and practice within the community to support a reduction of FDV-related harm. 	<ul style="list-style-type: none"> • Best practice and evidence-based approaches are used locally. • Implementation and maintenance of evidenced-based FDV prevention and awareness raising strategies. • Good working relationships are developed and maintained with key external stakeholders. • Cultural and political sensitivity is demonstrated, support and engagement from local groups is achieved and maintained. • All documentation is accurately completed and stored appropriately.

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

Essential

- Relevant experience working in a human services organisation including case management skills to assess, inform, advise, support and refer clients.
- Minimum qualification of Certificate IV in Community and/or Human services or equivalent skills and experience.
- Knowledge of complex issues that place people at risk of homelessness or tenancy stress.
- Ability to work empathically with individuals and families using a strengths-based approach, while using initiative and working independently.
- Sound verbal and written skills to document case plan outcomes and advocate for the best interest of the client.
- Budgeting and computer skills.
- Demonstrated ability to work cooperatively within a team.
- Knowledge of the Residential Tenancies Act.
- Knowledge of the DoC-H policies for renting and maintenance.
- Possess a Current WA working with children's check.
- Possess a current WA drivers' License.
- Possess a Current National Police Clearance.

Key challenges of the role

- Working and engaging with individuals and families who may live in confronting home environments.
- Engaging and motivating clients with complex needs to make changes in their lives.
- Travel to, from and between homes to provide case management and support.
- Time management to create a balance between outreach requirements, administration tasks, agency networking, training and crisis intervention.
- Working with external partners to effectively negotiate successful outcomes for individuals and families.
- Building rapport with individuals and families that do not engage with support services.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input 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 Andrea Rennals, Regional Leader

24 Aug 2022

Manager name

Approval date