

**Position Description**
**Position title: Case Worker**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Case Worker  |
| Division: | Service Delivery |
| Reports to: | Area Manager |
| Position Purpose: | To provide holistic case management support to clients currently participating in the residential rehabilitation program. Assist clients to develop individual case plans and goals access all program aspects of the service. Liaising with internal and external networks for each client and ensuring smooth transition into the program and into the aftercare program. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * Attend Client intake and assessment meetings
* Develop, review and prepare individualised case plans for each client.
* Assisting clients to access resources to meet material needs including items such as clothing, food and equipment.
* Facilitate case reviews with the client and key stakeholders
* Facilitate referral onto the Aftercare worker
* Liaising and reporting to key support agencies for each client, for example progress reports or court reports for Juvenile Justice or as requested.
* Liaising with client’s families and support networks, where appropriate providing progress updates and making referrals to appropriate agencies.
 | * Participation in intake and assessment meetings with appropriate clients leading into placement into the service.
* All intake processes adhered to including client induction into the service.
* Each client has their own case plan and is participating in reviews for each stage and moving forward. All clients have cultural maps developed, exploring family, peer and community connection
* Facilitating fortnightly case reviews with the young person, family and carers and Juvenile Justice.
* Clients material needs such as clothing and personal hygiene items
* Referral into aftercare support four weeks prior to discharge occurs.
* Court and progress report completed on time as required.
* Clients supported to develop an appropriate placement where possible.
* Providing families with appropriate support and referrals.
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| **Key Result Area 2** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * Networking, liaising and negotiating with other agencies and careers to ensure a continuum of appropriate services are available for clients participating in the program.
* Monitor the individual case plans and ensure that clients have appropriate access to all areas of the program depending on their individual needs. Also liaising with the team to ensure all staff are aware of and adhering to individual case plans.
* Work with Support Workers to plan client activity programs
* Participation in program functions including graduation, program open days, family and carer days and other functions as required.
* Support the team and Service Manager in arrange of areas to support the effective running of the service.
 | * Clients are successfully accessing all areas of the program.
* All clients are completing case plans and staff are aware of them.
* Client activity programs are accurately planned and written up on the resident noticeboard.
* Active contribution made to the development of the program including participation in staff training and development.
* Assistance provided to the larger team for the effective running of the service.
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| **Key Result Area 3** | **Program Management** |
| **Key tasks** | **Position holder is successful when** |
| * Manage all individualised case management files for all clients in line with Mission Australia protocols.
* Attend counselling and case management team meetings.
* Ensure that all required internal and external client paperwork is completed and copies kept on file
* Complete a range of internal and external reports relating to clients and the program including risk assessments, bed statistics, court reports, Quarterly Juvenile Justice report.
* Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.
* Manage all petty case requirements with the Mission Australia policies and procedures. Complete reconciliations and reports as required.
 | * Case management files are updated regularly.
* Risk Assessments are up-dated on a three weekly basis
* 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.
* Petty cash is receipted and reported accurately.
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| **P****U 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 (EG: financial, HR, etc.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work 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.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Experience working with young people with challenging behaviours
* Good computer skills
* Current driver’s license
* Senior First Aid certificate or willingness to obtain
* Satisfactory criminal record check
* Current Working with Children Check.
* Knowledge of case management
* Knowledge of issues surrounding homelessness and an understanding of the issues that impact on families
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| **Key challenges of the role** |
| * The ability to manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within a residential setting service.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  |  | **Approval date** |  |