

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 Worker
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Service Employee
Level:	Level 3
Business Unit/Program:	HYAP
Reports to:	Program Manager
Position purpose:	To support clients in the provision of welfare support, in particular the provision of services to face homelessness and other related issues.

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.

<p>children and young people engaging with MA services.</p>	
<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"> • Respond to referrals of clients to the service from internal and external support services and conduct formal assessments of suitability for support. • Undertake initial registrations for clients, including all necessary paperwork and application forms. • Support the urgent accommodation needs of clients who enter the service, including the use of the no wrong door referral and advocacy. • Work with clients to create individualized support plans including referral to supplementary services as needed. • Provide ongoing case management sessions with clients and review progression against case plans and provide informal counselling as required. • Support a client centred approach to support client’s immediate and long-term goals and needs within the provisions of the program. 	<ul style="list-style-type: none"> • All referrals are responded to & appropriate clients are supporting by the program. • Thorough registrations are conducted, and all required paperwork is completed and put on file. • Clients are thoroughly inducted into the service and their immediate accommodation needs are met. • Support plans are created for all clients in line with Mission Australia best practice and reviews are completed and kept on file. • Ongoing support is provided for client that meets individual needs and situation. • Clients are effectively transitioned out of the service where appropriate and offered ongoing support where required. • A client centred approach is maintained throughout all service delivery functions.
<p>Key Result Area 3</p>	<p>Program Support & Development</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop and maintain relationships with internal and external stakeholders & service partners, both government and non-government including: Police, DCJ, Education, Health, Link2Home and accommodation providers. • Liaise with co-workers, Community Partners and external agencies for the purpose of consultation, referral, service networking, training and community development and advocacy for families. • Ensure services are consistent with the program’s Service Delivery Schedule. • Participate in direct supervision with Program Manager and various case worker meetings to discuss clients and the program. 	<ul style="list-style-type: none"> • Effective relationships are created resulting in positive outcomes for clients and the service, and opportunities are utilized for the enhancement and promotion of MA and our clients. • Staff are aware of service processes and program guidelines and ensure KPIs are being met in line with the Service Delivery Schedule. • Case management processes are implemented and adhered to. • External meetings and case conference reviews are attended, where appropriate, and effective advocacy is undertaken where needed. • Active contribution is made to the development of the program including

<ul style="list-style-type: none"> • Fulfil mandatory reporting requirements as per DCJ and MA policies and procedures. • 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 Quality Improvement through completion of scheduled activities & being aware of process or service improvements. 	<p>participation in staff training and development.</p> <ul style="list-style-type: none"> • Opportunities are identified for improvement within the service and presented to management as required.
<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"> • Create and update individualised 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. • Complete a range of other administrative duties for the efficient running of the service including statistics, data entry, reports, referral letters, risk assessments, goals plan etc. • Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance with MA policy and procedures. • MA Connect is completed and updated in a timely manner. • Attend regular staff meetings, both for program and for site. • Work in conjunction with local and National Office administration in regard to finances, invoicing and other financial obligations. • Undertake other duties as reasonably requested by the Program Manager/Area Manager. 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • 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. • All clients are entered into MA Connect

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 and / or relevant experience in the human services industry.
- Knowledge and experience working with client issues relating to homelessness including domestic violence, substance abuse, mental health etc
- Computer literate in a windows environment.
- Excellent oral and written communication skills.
- Demonstrated ability to work effectively as part of a team.
- Senior First Aid Certificate or willingness to obtain.
- Current NSW Driver's License.

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 the service.

Compliance checks required

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| 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