

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:	Alcohol & Other Drugs (AOD) Counsellor – Triple Care Farm
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Worker
Level:	Level 4
Business Unit/Program:	Triple Care Farm
Reports to:	Program Manager
Position purpose:	To provide effective counselling interventions (individual and group) to facilitate recovery and rehabilitation from problematic drug and alcohol use. In addition, provide AOD Specialist information and support to other Mission Australia Employees regarding their case management plans

Position requirements

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.
Key Result Area 2	Counselling
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Provide individual counselling to young person's participating in the program at Triple Care Farm. Facilitator of the Dialectical Behaviour Therapy (DBT) Group Counselling and coordinating the weekly DBT group program. Develop and implement drug education and psycho-education group work to meet the varying needs of students. Responding to mental health emergencies as required. Providing assessment, case management advice and if considered necessary, ongoing counselling and support for young person thought to be at risk of self-harm, suicide or in an acute phase of mental illness. Assessing the need for referral of individual young persons to mental health professionals or specialists as the need arises. Liaison with specialists and the visiting medical officer. Complete outcomes measures for young person's work including; statistics, young person's quality feedback, psychometric measure and outcomes. Actively participate in regular supervision sessions to ensure quality of practice and professional development. Actively contribute to the development of the program through involvement in internal forums and development projects as required 	<ul style="list-style-type: none"> Suitable interventions are held with young persons and, which result in improvement in their situation. Positive young person feedback is received. Young persons are given ongoing support and counselling. Young persons are referred to other services if needed. Group sessions are conducted according to the DBT Group program and education groups as required. Mental health emergencies are responded to in a timely manner. All young people's statistics of program delivery and outcomes are completed and submitted. Discharge summaries are completed. All required supervisions sessions are attended Contribution is made to the ongoing development of the program.
Key Result Area 3	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Support young people to maintain acceptable standards of conduct in 	<ul style="list-style-type: none"> Young people are appropriately supervised and engaged. Incidents are documented

<p>accordance with the TCF Code of Conduct.</p> <ul style="list-style-type: none"> • Ensure compliance with relevant funding agreements. • Assist in the development and implementation of operational policies and procedures; if required. • Conduct assessment interviews for young people applying to enter the program. • Facilitate, and participate in, internal and external networking meetings and partnerships for the development of collaborative working relationships and sharing best practice. • Participate in the development and implementation of continuous quality improvement plan as directed. • Participation in program functions including graduation, program open days, family and carer days and other functions as required. • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and service development activities. • Undertake any associated duties as requested by the Program Manager. 	<p>and addressed in a timely and effective manner.</p> <ul style="list-style-type: none"> • Appropriate and up to date programs are facilitated. • Policies and procedures are followed at all times. • Young people’s needs are appropriately assessed to enter the program. • Develop and maintain strong partnership agreements with services that collaborate with the program. • Regular team meetings are attended and participated in. • TCF has a continuous quality improvement plan and is engaged with an appropriate external accreditation body. • Active contribution is made to the development of the program including participation in worker training and development. • Assistance is provided to the larger team for the effective running of TCF.
<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"> • Maintain the reporting requirement for the Commonwealth Department of Health funding. Including entering the data for the National Minimum Data Set and the NADA Coms. • Manage all individualized counselling files for all young persons in line with Mission Australia protocols and policy • Attend weekly counselling and team meeting at Triple Care Farm (TCF) as required. • Ensure that all required internal and external young person paperwork is completed accurately, confidentially and copies kept on file. • Complete a range of internal and external reports relating to young 	<ul style="list-style-type: none"> • Commonwealth reports are submitted on time. All NMDS and NADA Coms data is entered accurately every month. • Counselling files are accurate, up to date and filed confidentially. • Active participation and contribution in meetings. • Required paperwork is accurate, timely, efficient and effective. • Complete mandatory training and appropriate levels of competency are maintained. • Attend supervision and team meetings; include opportunities for reflective practice. • Participate in performance reviews; perform to standards, and are challenged

<p>persons and the program including risk assessments, bed statistics, court reports, monthly complaints report, and any other funding reports that may be required by the Team Leader.</p> <ul style="list-style-type: none"> • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referrals letters, goals, plans etc. compile and complete weekly update of your person list and complete and update the central intake record. • Manage all petty cash requirements with the Mission Australia (MA) policies and procedures. Complete reconciliations and reports as required. • Complete vehicle fleet log books as vehicles are used • Conduct a range of WHS duties to ensure the effective and safe running of the program and ensure compliance with relevant legislation. Ensure Mission Australia policies and procedures are followed. • Ensure all program participants, delivery and outcomes statistical information is collected and reported as required. • Ensure that “My Time” details are accurate for payroll processing fortnightly. 	<p>and engaged in their role; subsequent measured improvement in performance.</p> <ul style="list-style-type: none"> • Utilising petty cash when approved and returning correct receipting and following MA policy / procedure • Vehicle fleet books are completed in accordance with MA Fleet policy • The program is compliant to all internal and external policies • All administration is effectively managed. • Appropriate files and notes are kept for all program participants. • Accurate statistics are maintained and communicated in a timely • Collection of accurate information and statistics are recorded as requested
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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

- Degree in social work or relevant tertiary qualifications in human services. Including social work and psychology.
- Proved ability to relate to homeless and disadvantaged young people, including an understanding of drug and alcohol abuse and mental.
- Current NSW driver's license class C.
- First Aid Certificate
- Experience in provision of individual and group counselling.
- Proven ability to work with other agencies.
- Computer skills in a Microsoft Office environment.
- Excellent communication skills both written and verbal.
- Extensive knowledge of mental health issues, substance use treatment and working with youth.
- Knowledge and understanding of the non-government alcohol and other drugs, mental health and youth sectors.
- Demonstrated computer literacy including the suite of Office programs.
- Highly developed written and verbal communication skills with strong interpersonal and problem solving capabilities.
- Ability to handle multiple tasks and competing interests.
- Ability to deal with ambiguity and complexity.
- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely to both Young person and colleagues.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues

Key challenges of the role

- Providing engaging and effective therapeutic groups and individual counselling and case management support to young people with complex needs

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

Approval

Manager name Lauren Mullaney

Approval date 09/05/2022