

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>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.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	<b>Senior FLO Case Manager</b>
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<ol style="list-style-type: none"><li>I. To provide Case Management and group work to clients</li><li>II. To provide professional supervision and support to other Case Managers</li></ol>

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client Support
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"><li>Respond to referrals of clients to the service from internal and external support services and conduct over-the-phone and formal face-to-face assessments of suitability for support.</li><li>Undertake initial registrations and assessments for clients, including all</li></ul>	<ul style="list-style-type: none"><li>All referrals are responded to and appropriate clients are selected for the program.</li><li>Thorough assessments and registrations are conducted and all required paperwork is completed and put on file.</li></ul>

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| <ul style="list-style-type: none"> <li>necessary paperwork and application forms.</li> <li>Induct clients into the service including the property, facilities, financials and regulations.</li> <li>Work with clients to create individualized support plans including referral to supplementary services as needed.</li> <li>Provide ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counseling as required.</li> <li>Assist clients in the process of transition out of the service into independence or other services.</li> <li>Facilitate with group sessions for clients where necessary and appropriate such as living skills, budgeting, SACE module etc.</li> <li>Development of an agreed individual learning plan (ILP) in conjunction with (if needed) an agreed case plan including goals and outcomes.</li> <li>Clients are appropriately referred to other agencies and/or linked into the community.</li> <li>Operate under Mission Australia's FLO framework, including all tools, templates, policies and procedures aligned to the FLO deed of agreement and key performance indicator Framework</li> </ul> | <ul style="list-style-type: none"> <li>Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> <li>Support plans are created for all clients in line with Mission Australia best practice.</li> <li>Ongoing support is provided for client that meets their individual needs and situation.</li> <li>Clients are effectively transitioned out of the service where appropriate and offered ongoing support from the internal services.</li> <li>Group sessions are conducted for clients as appropriate.</li> <li>All clients have an ILP and case plan.</li> <li>Clients are addressing barriers to learning by way of supported referrals to other agencies and/or linked in with community.</li> <li>Program Key Performance Indicators are met, and service is delivered within the Deed of Agreement parameters</li> </ul> |
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## Key Result Area 2

## Relationship Management

### Key tasks

### Position holder is successful when

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| <ul style="list-style-type: none"> <li>Develop strong internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc to assist in the receipt of information and referral of clients.</li> <li>Liaises with schools keeping a good relationship with them whilst advocating for our young people.</li> <li>Develops and maintains relationship with client's family/care givers.</li> </ul> | <ul style="list-style-type: none"> <li>Strong internal relationships are developed resulting in improved service functioning and service outcomes.</li> <li>Strong external relationships result in effective interaction with service and appropriate referral of clients.</li> <li>Is able to engage with referral sources proactively.</li> <li>Maintains awareness of Mission Australia programs and sites.</li> <li>Keeps in regular contact with school in regards to expenses and meets with school to update progress of young people each term.</li> <li>Keeps in contact with family/caregivers.</li> </ul> |
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| <ul style="list-style-type: none"> <li>• May be required to supervise employees at low levels</li> <li>• Ensures relationships with schools becoming functional and operating partnerships; that enable ongoing and repeat contract/business levels</li> </ul> | <ul style="list-style-type: none"> <li>• Employees are supervised and provided support and general direction</li> <li>• School partnerships are maintained with existing business volume; ensuring that service delivery meets the needs of the referring school.</li> </ul> |
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### Key Result Area 3

### Administration & Compliance

#### Key tasks

#### Position holder is successful when

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| <ul style="list-style-type: none"> <li>• Create and update individualized case management files for all clients in line with Mission Australia protocols.</li> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file.</li> <li>• Undertake a range of case management duties to support the development of clients including referrals and support letters, interaction with other service providers, appointment setting and advocacy internally and externally.</li> <li>• Drives and leads, assists and provide information on a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcome reports.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, research, reports, referral letters, goal plans etc.</li> </ul> | <ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Clients are provided with practical case management support to meet the individual needs.</li> <li>• All required reports are prepared correct and on time. And are accurately presented to key stakeholders including schools, and school leadership.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul> |
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### Key Result Area 4

### Client Harm Prevention & Harm Minimisation

#### Key tasks

#### Position holder is successful when

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| <ul style="list-style-type: none"> <li>• Identify and respond to any child at risk of harm and notify as mandated in line with the Child Protection Act.</li> <li>• Comply with Mission Australia policies and procedures and standards of practice relating to Client Safety, OH&amp;S, Child Protection, Risk Management and Critical Incidents are adhered to.</li> <li>• Comply with all applicable legislation (both federal and state) relating to harm prevention and harm minimization for client.</li> </ul> | <ul style="list-style-type: none"> <li>• Any child protection issues are reported; and child protection issues are communicated with others in the team.</li> <li>• Clients are provided with practical support to address safety concerns where necessary.</li> <li>• Duty of Care obligations are upheld in situations where clients are being harmed or at risk of harm</li> <li>• Timely, accurate and factual reporting of child protection concerns is made to statutory authorities as required.</li> </ul> |
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- Fulfill duty of care obligations in relation to children, young people and adults interacting with Mission Australia
- All internal and external electronic reporting systems are adhered to.
- All paperwork is completed and correct and kept as required.
- Ensure client confidentiality are established and adhered in accordance with best practice standards.

#### Key Result Area 5

#### Employee Support

- As required oversee the induction of employees ensuring the new employees Induction Checklist is completed within the first month of employment.
- Support employees to maintain accurate and concise written records, including forms required for the maintenance of information systems.
- May have oversight of employees or volunteers and acts as the 'go to' person when the People Manager is not available.
- Written records are accurate, concise and completed in a timely manner.
- Clients are well supervised, cared for and developed at all times.
- Employees are supported in their roles and are given timely feedback in all cases.
- Input into employees performance reviews are up to date, and ongoing development opportunities are provided for employees.
- Induction of new employees is completed in compliance with MA policy.
- Clients comply with internal and external regulations with minimal non-compliance maintained.
- Written records are accurate, concise and completed in a timely manner.

## 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.

## **Recruitment information**

### **Qualification, knowledge, skills and experience required to do the role**

- Certificate IV or Diploma in Youth Work or Youth Justice, Bachelor of Psychology or Bachelor of Social Work
- Holds a current and valid DCSI Working with Children clearance
- Previous experience working in a case management approach within a education or employment focused environment, e.g. Youth Connections, Indigenous Youth Careers Pathway Program, Youth Specialist Job Services Australia etc
- Has undergone training in providing a Child Safe Environment Reporting Abuse & Neglect and Education in Care (Mandatory Notification) CSE RAN-EC
- Experience in working with young people with high and complex needs, and who are at risk
- Senior First Aid Certificate
- Current driver's license

### **Competencies**

- Personal effectiveness
- Team building
- Relationship Management
- Client focus
- Organisational awareness
- Results orientation
- Values alignment

### **Key challenges of the role**

- The ability to work with clients who are facing challenging and multiple barriers
- Liaising with a broad range of people and groups within the community
- Time management, so that reports and programs are delivered in a timely manner.

### Compliance checks required

DCSI Working with Children ☒

National Police Check ☒

Driver's Licence ☒

Other (prescribe) ☒

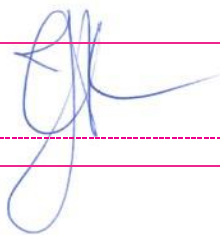
Current and valid CSE RAN-EC Certificate

### Approval

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**Manager name**

Helen Graham  
Regional Leader - SA



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**Approval date**

12 Dec 2019

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