

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain 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 risk to vulnerable children by strengthening families and communities.

Position Details:

Position Title:	Youth Worker
Status:	Maximum Term Contract
Reports to:	Program Manager
Position Purpose:	To assess and respond to the needs of young people, using a client centered intensive case management approach within a therapeutic framework.

Position Requirements (Key activities for the role)

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Respond to referrals to the service using a strengths based client centered approach when assessing the support needs of the young person and where necessary their parents and establish a comprehensive case plan with the client and other relevant stakeholders.Develop, implement and review individualised case plans for each client, addressing such issues as living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family	<ul style="list-style-type: none">Referrals are responded to in a timely manner and in line with service guidelines and are completed within 7 days unless otherwise specifiedCase conferences are coordinated and facilitated to support case plans.Develop and regularly review case plans to help clients overcome barriers and moving towards stable / safe accommodation, education and training opportunities.



<p>relationships including making appropriate referrals.</p> <ul style="list-style-type: none">• Proactively build rapport, trust and develop quality relationships with young people contacted through outreach engagements• Increase young people’s capacity for community participation• Increase young people’s capacity for self-care of their mental health and wellbeing• Schedule and conduct ongoing intensive case management sessions with the young person (and their parents where necessary) that is client centered and goal focused, in a therapeutic framework.• Use therapeutic counseling, support and education/information to assist the young person to meet their identified goals.• Develop quality relationships with a range of key stakeholders and partners including community organisations and other health professionals to allow for the effective provision of support and information to the client.• Monitor the level of risk to the young person at all times• Develop and conduct a range of groups and information sessions for young people on a range of topics relevant to that client group as appropriate.• Advocate and liaise on behalf of the young person in a range of forums including DHHS, Dept of Education etc.• Provide unscheduled support to young people in times of crisis including over the phone support.• Conduct ongoing assessment of the needs of the young person to determine the continuing need for intensive case management and therapeutic interventions and referral to other services as needed.• Act as lead professional where appropriate and convene and facilitate case conferences.	<ul style="list-style-type: none">• Programs reflect individual needs, abilities, culture and diverse interests of young people.• Using evidence based practice and outcomes measurement and participating in service evaluation.• Client data is maintained within MACSIMS
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<ul style="list-style-type: none"> • Promote and support service activities in accordance with inclusive and client-centered practice principles. • Record, monitor and review each young person's progress, in consultation with Program Manager and Area Manager. • Deliver high quality service to young people based on best practice principles. • Other duties as required 	
Key Result Area 2	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide a positive image of Mission Australia within the local community and within the Department of Health & Human Services. • Participate in the development and implementation of an annual service plan and continuous quality improvement (CQI) principles and contribute to Action Research cycles under the guidance of the Service Manager. • Maintain and submit relevant documentation in accordance with deadlines. • Contribute to the achievements of service KPI's. • Develop strong and ongoing relationships and work in partnership with co-workers and other agencies/professionals within a collaborative framework that are based on principles of effective communication, mutual respect and trust. • Develop a safe working environment for yourself, colleagues, clients and visitors by applying OH&S principles and the implementation of safe work practices. • Participation in and awareness of service budget regarding brokerage decision making and expenditure in line with the service model. 	<ul style="list-style-type: none"> • Contributes and adheres to service and organisational policy and procedure development. • Allocated activities are completed within timeframes. • Documentation is maintained in compliance with funding body requirements, Mission Australia and program policy and procedures. • Service model is supported 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 Manager. • OH&S orientation is completed during induction period; participation in mandatory and other relevant service (internal & external) training is maintained. • Contribution is made to brokerage planning.
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Document clear and concise records including client case files, statistics and 	<ul style="list-style-type: none"> • Administrative tasks, case notes and case planning are kept up to date

<p>outcomes and submit reports where required. Maintain a working log of all contacts with clients, families and support services.</p> <ul style="list-style-type: none"> • Manage and administer a number of cases/tasks in a coordinated, efficient and timely manner. • Comply with Mission Australia policy & procedures in relation to the use of program funds • Ensure all program funds have the required approval before purchasing goods and services 	<ul style="list-style-type: none"> • The Program Manager is provided with client statistics monthly • MACSIMS data is regularly and diligently updated • Usage of brokerage to purchase appropriate client related expenses. • Retained copies of client expenses located in the client file • All paperwork is completed and correct and kept as required. • Approval is gained from Program Manager before purchasing goods.
Key Result Area 4	Learning and Innovation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships. • Participate in Mission Australia's Performance Management system • Participate in Mission Australia's Continuous Quality Improvement program 	<ul style="list-style-type: none"> • Appropriate training and professional development programs are attended • Regular supervision with the Program Manager is attended • CQI tasks are completed as required • Active contribution is made to performance and development meetings and conversations
Purpose and Values	
<ul style="list-style-type: none"> • 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 Occupational Health and Safety. 	

Recruitment information

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

- High level of communication skills with young people, peers, government departments and the community

- Highly developed time management and organisational skills
- Extensive experience in supporting disadvantaged young people to achieve positive outcomes in terms of the Tasmanian Youth at Risk framework
- Demonstrated understanding of contemporary youth issues including homelessness, poverty, abuse, mental health and the use and misuse of alcohol and other drugs, and knowledge of support services available to address these issues
- Demonstrated ability to establish therapeutic relationships using an evidence based approach
- Demonstrated experience in intensive therapeutic case management and client centered support planning
- Relevant Tertiary Qualifications and experience in Youth work or related field
- Demonstrated ability to establish and maintain community networks
- Demonstrated ability to work as part of a team and with minimal supervision
- Ability to work according to the principles of client-centered practice.
- Capacity to relate to people from different cultural backgrounds
- Readiness to work within the Mission Australia Values Statement
- Senior First Aid Certificate or willingness to obtain
- Current Driver's License
- National Police Clearance
- Readiness to work within the Mission Australia Values Statement

Key challenges of the role

- The target group is young people aged 10 – 18 who are identified by DHHS, education, community or welfare professionals as having significant and/or multiple risk issues and for whom, without intensive support, notification to child safety service or entry and/or escalation within the youth justice system is likely.

Approval

Manager name

Approval date