

## 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:	<b>Program Facilitator</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 3
Business Unit/Program:	Men's Behaviour Change Program
Reports to:	Program Manager
Position purpose:	Provide evidence-based intervention, case management, and group programs to men who use violence and abuse in domestic relationships and family settings.

## 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"><li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li><li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies, procedures and supporting documents to practice as required by the role.</li><li>• Proactively raise concerns about any issues that affect the safety and wellbeing of</li></ul>	<ul style="list-style-type: none"><li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li><li>• Sound application of policy to child and youth safe practice is demonstrated.</li><li>• Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li></ul>

children and young people engaging with MA services.	
<b>Key Result Area 2</b>	<b>Client Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Work with men to complete the intake and assessment process for the MBC, including the follow up and assessment of dynamic risk factors.</li> <li>• Facilitate referrals to alternative programs and pathways where men are not assessed as suitable or program ready</li> <li>• Create individual support plans in line with the Risk Needs Responsivity framework</li> <li>• Provide individual support and safety management to men in the lead up to program engagement</li> <li>• Facilitate the accredited men's behavior change program in both groups and individually as determined</li> <li>• Liaise with the Department of Communities and Justice and other necessary Support Services to enable the support and referral of the client.</li> <li>• Ensure partner support is provided to all men through a dedicated partner support worker</li> <li>• Outreach provided for program assessment and delivery as needed</li> </ul>	<ul style="list-style-type: none"> <li>• All men are comprehensively assessed for program suitability, with well developed, evidence based risk assessments</li> <li>• All men receive individual case management and intervention to address risk factors</li> <li>• Where appropriate, men participate in men's behavior change programs in accordance with their risk profile</li> <li>• All required paperwork is completed and stored on file</li> <li>• All men's current or ex-partners are connected with a partner support worker.</li> <li>• Regular case conferencing occurs with the partner support worker, in accordance with the men's behavior change operations manual</li> <li>• Men across the service region are able to access the program</li> </ul>
<b>Key Result Area 3</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, sector networks and training</li> <li>• Provide opportunities for clients to access information from the service to assist in their progress towards goals.</li> <li>• Liaise with co-workers and external agencies for the purpose of consultation, referral, service networking, training, community development and advocacy for clients.</li> <li>• Delivery of specialist evidenced based program/s</li> <li>• Attend and participate in external meetings and case conference reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Connection is maintained and demonstrated with key stakeholders including Circle Sentencing, NSW Police, Department of Communities and Justice as well as community stakeholders and relevant NGOs.</li> <li>• Program principles are adhered to as outlined in the Men's Behaviour Change Operational Manual</li> <li>• Ensure issues of risk are communicated to the Partner Support Worker and escalated as a matter of priority</li> <li>• Active contribution is made to the development of the program including participation in staff training and development, and program evaluation</li> </ul>

<ul style="list-style-type: none"> <li>Where applicable source Brokerage Agencies in towns where a direct case management service is not offered.</li> <li>Develop flexible alternate programs to suit the needs of each client.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence based, offence focused programs are delivered individually and in a group</li> <li>External meetings and case conference reviews are attended at as required</li> <li>Brokerage agencies are sourced for clients where needed.</li> <li>Individualized programs are created for all clients where participation in group programs may be challenging</li> </ul>
<b>Key Result Area 4</b>	<b>Program Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Create and update individualised 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>Complete a range of internal and external reports relating to clients and the program including risk assessments, statistics, quarterly and exit reports</li> <li>Complete a range of other administrative duties for the efficient running of the service including referral letters, goal plans, and accessing client brokerage</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>All funder reports are completed on time</li> <li>All required reports are prepared correctly and on time</li> <li>All required administration tasks are completed accurately and in a timely manner, including supervision requirements for specialist programs</li> </ul>

*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 qualifications in human services, social welfare, social work or other relevant discipline
- Accredited Training in Men's Behaviour Change Program including community based programs or willingness to complete
- Training in motivational interviewing and group facilitation skills
- Understanding of the Risk Need Responsivity approach to offender rehabilitation
- Demonstrated case management skills working with adults with complex needs
- Experience in the delivery of group based programs
- Good computer skills
- Current driver's license
- Satisfactory criminal record check
- Current Working with Children Check.

### Key challenges of the role

- Engaging reluctant men into programs
- Maintaining relationships with key stakeholders including Circle Sentencing, NSW Police, Community Corrections, Health and Child Protection Services, and Aboriginal Programs.

## Compliance checks required

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

Approval date