

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	Community Service Worker – Level 2 (Residential Youth Worker, AOD)
Division:	Community Services
Reports to:	Team Leader/ Program Manager
Position Purpose:	Residential Youth Workers work within the values of Mission Australia, providing support to young people and their families. They contribute to positive outcomes with young people experiencing alcohol and other drug use issues, in alignment with the service contract requirements for the delivery of a 24/7 residential service.

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

Key Result Area 1	Service User Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Induct young people to the service including the property, facilities, regulations, expectations and the residential guidelines, prohibited items checklist, residential contract, client's agreement procedure. Ensure young people are safe by implementing and role-modelling the 	<ul style="list-style-type: none"> Young people are inducted into the service and are fully aware of their rights and responsibilities including the Charter of Rights for Children and Young People and Mission Australia Workers. Young people are thoroughly inducted into the service and are fully aware of their rights and responsibilities, including the <i>Charter of</i>

<p>relevant child and youth safe policies, procedures, and supporting documents.</p> <ul style="list-style-type: none"> • Support the progress of young people to achieve their treatment goals. • Support acceptable standards of young people conduct in accordance with the program's established rules. • Establish positive working relationships with young people, endeavouring to understand and interpret their behaviour, thus influencing positive attitudinal and behavioural change. • Assist the implementation of case and care plans, which are person centred, sensitive and responsive to the cultural strengths and needs of each individual. • Support people in line with their challenges and changing individual needs including client illnesses or injury. • Develop residential menus to ensure they are nutritious and varied, and that the special dietary needs of individual clients are met. • Provide education and guidance to clients on meal preparation and food handling. • Provide guidance and education as required monitor clients' ability to maintain satisfactory standards of personal care, hygiene and grooming. • Ensure that the residential facilities are maintained in a tidy and hygienic condition at all times. • Resolve client complaints or refer them to the Team Leader or if necessary, to Program Manager. • Ensure the safe storage and distribution of young people's medications and the maintenance of essential medical records. 	<p><i>Rights for Children and Young People and Mission Australia Workers.</i></p> <ul style="list-style-type: none"> • Young people's safety is ensured as per Mission Australia's requirements for keeping children and young people safe. • All documentation is completed by both staff and young people during inductions and program exits. • Young people are effectively supervised at all times and supported to feel safe. • Implement strategies to support young people in line with care plans and treatment goals. • Adhere to Behaviour Management Procedures and Processes, carry out reporting requirements including written notes, SIMS entries whilst consulting with senior staff. • Support young people who may have mental health needs. • Young people are supported responsively through first aid and emergency services support when required. • Staff complete Suicide Risk Assessments and adhere to the required procedure. • All residential menus are nutritional and meet the needs of all people. • Young people are able to prepare, cook and serve meals. • Young people observe daily personal hygiene routines including oral care; clothes are regularly washed. • Residential facility is clean hygienic and tidy at all times in line with staff shift chores. • Young people actively participate in the daily chores roster. • Young people incidents are addressed in a timely and effective manner and documented
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	<p>in written notes and risk and incident report completed.</p> <ul style="list-style-type: none"> Young people medications are checked at the beginning of each shift, are kept secure at all times, dispensed appropriately and documentation is accurate and up to date.
Key Result Area 2	Administration & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Undertake basic administrative tasks and work under regular supervision in accordance with instructions. Ensure that all required internal and external client paperwork is completed in line with established parameters and standards including Mission Australia protocols. Complete a range of basic administrative duties for the efficient running of the service within in quality frameworks that maintains the relevant accreditation standards. 	<ul style="list-style-type: none"> Files are created and maintained to the required standard and updated regularly. Progress notes and all paperwork is prepared and completed in line with procedures. All required administration tasks are completed accurately and in a timely manner.
Key Result Area 3	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Contribute to case planning and case conferences with the Case Manager, to ensure progress of individual clients through their programs and towards the achievement of their goals. Assist, at every opportunity, development of the DAYS residential program through the maintenance and expansion of life skills training and recreational, leisure and social activities aimed at the overall development of clients. Participate in staff meetings, workshops, training courses, to improve professional knowledge and skills and the overall service quality offered at DAYS. 	<ul style="list-style-type: none"> Active participation and contribution to case planning and case conferences is achieved. Complete Clinical Review notes attend Clinical Review Meeting when required and provide an informative and thorough Handover to colleagues. Young people participate on a range of sporting, leisure and general fitness activities in line with their individual case plan, personal goals and program structure. Active contribution is made to the development of the program including participation in staff training and development.

<ul style="list-style-type: none"> • Ensure residential furnishings, equipment and stores are maintained and used with due care. • Undertake any associated duties as requested or directed by the Residential Team Leader and Program Manager. • Facilitate information and education groups on alcohol and other drugs in line with the program content. • Under regular supervision exercise initiative while undertaking duties to support the needs of the program and refer complex issues to a supervisor • Under regular supervision contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, training and development of employees and assisting to lower classified employees as required. • As required participate in or run group work under regular supervision around basic life skills coaching to support individuals, families. • Participate actively in Continuous Quality Improvement through completion of scheduled activities and consistently being aware of process or service improvements. 	<ul style="list-style-type: none"> • Residential facility is well resourced and maintained at all times. • Associated duties are completed effectively. • All groups are facilitated according to the schedule. • Facilities are kept in an appropriate and safe manner. • Active contribution is made to the development of the program including participation in employees training and development and program support. • The service complies with all OHS/Risk and internal and external policy and procedure. • Facilitate transport of young people to appointments and program activities.
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • As required, engage with internal and external services and stakeholder. • Contribute to a positive team culture. 	<ul style="list-style-type: none"> • The organisation is positively represented during all engagements. • Email and phone communication between stakeholders are continually upheld. • Strong relationships are formed resulting in beneficial outcomes for all parties.

	<ul style="list-style-type: none"> • Staff maintain a high level of professionalism during engagement with agencies and client supports including family and significant others. • Staff to communicate positively with colleagues and • Staff to communicate positively with colleagues and management to create and maintain a positive team culture.
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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 (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

- A Degree or Diploma in Social Welfare/Social Science or a minimum of three years' experience in a similar role.
- Experience and ability to work with at risk young people including knowledge of child and adolescent development.
- Demonstrated experience providing support and crisis intervention, including with people experiencing alcohol and other drug use issues, mental health issues, personal crisis and families in crisis.
- Demonstrated experience working with Aboriginal and Torres Strait Islander communities.
- Computer skills in Microsoft Office, and ability to adopt Mission Australia's web-based Information Managements system (MACSIMS/MA Connect training will be provided) or other appropriate systems.
- Well-developed communication and interpersonal skills including report writing and the ability to engage with young people and other key stakeholders. Ability to work within a multi-disciplinary team.

Key challenges of the role

- The ability to work with young people who are facing challenges and multiple barriers.
- The ability to work a roster of shifts around the clock within a 24/7 residential service.
- Managing challenging behaviours; applying appropriate boundaries and consequences where necessary and assisting clients to develop key skills in interpersonal relationships.
- The capacity to complete a number of administrative functions to assist outcomes for young people and their families and the organisation.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
First Aid Certificate	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Manager name

Linda Richardson

Approval date

26 August 2020