

## Mission Australia

About us	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 150 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>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</p>
Values	Compassion Integrity Respect Perseverance Celebration
Goal	To reduce homelessness and strengthen communities.

## Position title: Residential Support Worker

Responsible to	Program Manager
Responsible for	Residential supervision, provision of support and guidance to clients in the program.
Position Purpose	Acting as an appropriate role model to clients, the Residential Worker is responsible for maintaining an orderly residence where young people learn to live with others and develop appropriate living skills, including budgeting, meal preparation, house cleaning, general self-care and personal hygiene routines.
Key Challenges	Managing challenging behaviours; applying appropriate boundaries and consequences where necessary, and assisting clients to develop key skills in interpersonal relationships.

## Position Requirements

### Key Result Area 1 - Client support

#### Key tasks

- Support the progress of client residents towards the achievement of their casework goals and their movement through the three stages of the program.
- Maintain acceptable standards of client conduct in accordance with the program's established rules.
- Establish positive working relationships with client, endeavoring to understand and interpret their behaviour, thus influencing positive attitudinal and behavioural change.
- Develop 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 facility is maintained in a tidy and hygienic condition at all times.
- Report client illnesses or injury to facilitate any necessary treatment or first aid.
- Clients are checked on regularly at night

#### Position holder is successful when

- Clients are supported in their progress towards targets with positive outcomes achieved.
- Clients comply with internal and external regulations with minimal non-compliance maintained.
- As far as practicable, clients demonstrate the ability to live successfully in a group setting with minimal non-compliance maintained.
- All menus are nutritional and meet the needs of all clients.
- Clients observe daily personal hygiene routines including oral care; clothes are regularly washed.
- Facility is clean hygienic and tidy at all times. "Standing" staff will additionally be responsible for ensuring the cleanliness is at an exceptionally high standard
- Clients actively participate in the daily chores roster.
- Client incidents are documented and addressed in a timely and effective manner.
- Full compliance with reporting policies and procedures is achieved.
- Random and frequent night checks are completed as required

## Key Result Area 2 – Program support

### Key tasks

- As required contribute to case planning-monitoring meetings with the Case Coordinator, to ensure the progress of individual clients through their programs and towards the achievement of their goals.
- Provide regular night checks and behavioural reports on clients
- House cleaning and maintenance rosters are adhered to
- Participate in staff meetings, workshops, training courses as required, to improve professional knowledge and skills and the overall service quality offered at the service.
- Ensure furnishings, equipment and stores are maintained and used with due care.
- Undertake any associated duties as requested or directed by the Case Coordinator or Service Manager.

### Position holder is successful when

- Active participation and contribution to case planning-mentoring meetings is achieved.
- Clients are checked on regularly at night to avoid any critical incidence
- The “Standing” worker is also responsible for any detailed cleaning such as oven cleaning, dusting, etc. to ensure the centre is at a high standard
- Active contribution is made to the development of the program including participation in staff training and development.
- Facilities are well resourced and maintained at all times.
- Associated duties are completed efficiently.

## Key Result Area 3 – Program management

### Key tasks

- Ensure the efficient maintenance of up to date records, case notes and reports on each of the clients.
- Maintain residential files ensuring behaviour records, progress notes are filed in correct order.
- Ensure that all petty cash is accounted for and that relevant receipts are handed into administration.
- Ensure that all vehicle log books are signed and dated correctly.
- Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly.

### Position holder is successful when

- Appropriate notes are kept for all clients and reports are written in line with required MA and external standards.
- Files are created and maintained, with 100% accuracy.
- Petty cash is kept up to date and balanced.
- All log books are completed and accurate.
- Vehicles are maintained in good condition.
- Timesheets are well managed, accurate and submitted on time in all cases.

- Timesheets are submitted on time

### Key Result Area 4 - 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

#### Knowledge, skills and experience – essential

- Good computer skills
- Current driver's license
- Senior First Aid certificate or willingness to obtain
- Satisfactory criminal record check
- Current Working with Children Check Number.
- Knowledge of case management
- Knowledge of issues surrounding homelessness and an understanding of the issues that impact on families

### Knowledge, skills and experience – desirable

- Tertiary qualifications in Human Services or working towards.
- Experience of working within the Aboriginal cultural system
- High level of numeracy, written and verbal communication skills and ability to keep up to date client records
- Ability to deliver training programs/ packages

### Approval

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Manager name

Approval date