

## Mission Australia

**About us:** Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

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.

Together we stand with Australians in need, until they can stand for themselves.

**Purpose:** Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

*"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)*

**Values:** Compassion Integrity Respect Perseverance Celebration

**Goal:** To reduce homelessness and strengthen communities.

## Position Details:

**Position Title:** Support Worker – Community Services Employee (Level 2)

**Division:** Community Services

**Reports to:** Team Coordinator Rehabilitation

**Position Purpose:** To provide a safe place for change and assist clients with alcohol and other drug dependencies to recover and rehabilitate.

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

Key Result Area 1	Service Delivery
Key tasks	Position holder is successful when



<ul style="list-style-type: none"> <li>• Provide care to clients admitted to Stringybark, including but not limited to, completing admission, assessment and placement procedures.</li> <li>• Providing assistance to clients, as well as cleaning, food preparation, laundry and domestic duties.</li> <li>• Advocate on behalf of your clients.</li> <li>• Provide information about services offered by Mission Australia and other Community Services organisations and Allied Health services.</li> <li>• Effective resolution of client issues.</li> <li>• Respecting client rights and confidentiality at all times.</li> <li>• Maintain and update all client records relating to Case Management.</li> <li>• Obtain a Department of Health portal login and maintain all required National Minimum Data Set entries for clients.</li> <li>• Report occurrences to Team Coordinator Rehabilitation or via Safe@heart.</li> <li>• Undertake administrative tasks as required.</li> <li>• Maintain the facility in a clean state.</li> <li>• Undertake training and professional development as required by Mission Australia.</li> <li>• Undertake any other reasonable duties as directed by the Team Coordinator Rehabilitation or the Program Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicates well with referring services.</li> <li>• Shows compassion, sensitivity and patience when dealing with intoxicated individuals.</li> <li>• Portrays Cultural Awareness and sensitivity.</li> <li>• Written documentation and assessments are completed to a high standard.</li> <li>• Clients are referred to other Community Service Organisations or Allied Health Services where appropriate.</li> <li>• Report client issues to the Team Coordinator Rehabilitation via email or Safe @heart as required.</li> <li>• All case notes for clients must be completed as soon as practicable.</li> <li>• Relevant training in Alcohol and Other Drugs or Community Services is desirable. Training should be completed within 12 months from commencement.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Teamwork</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Provide assistance to practitioners, other staff, volunteers and other visitors to the shelter.</li> <li>• To actively participate and contribute to monthly team meetings, team building and internal/external training activities.</li> <li>• Work with the larger team and management to ensure the operation of the service and client care is of a high standard within a well-defined safety and services standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively seek ways in which to enhance involvement in the Team.</li> <li>• Provide assistance to the larger team and management when required.</li> </ul>

## 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 in Alcohol and Other Drugs or other relevant Community Services Qualification or the ability to obtain the necessary qualification within 12 months.
- A current Applied First Aid qualification.
- Good numeracy, written and verbal communication skills.
- Strong interpersonal skills and the ability to communicate, particularly with Aboriginal and Torres Strait Islanders.
- Cultural Awareness.
- Conflict resolution skills.
- Ability to work independently, use initiative and problem solving techniques to achieve workplace solutions.

- Able to work a constantly evolving roster covering extended hours Monday to Saturday.
- Proven experience with computer programs particularly the Microsoft Office Suite.

### Key challenges of the role

- Working with Intoxicated people within a confined environment.
- Challenging and at times aggressive client behaviour
- Fast passed environment with high demands at times.
- Shift work.

### 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 type="checkbox"/>
Other (prescribe)	<input checked="" type="checkbox"/> Certificate IV in Alcohol and other Drugs or other related Community Services Qualification.

### Approval

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Manager name

Approval date