

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Position Title
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 4
Program:	Intensive Family Support
Reports to:	Program Manager
Position Purpose:	<p>The Intensive Family Support (IFS) program aims to improve the safety and wellbeing of vulnerable children (aged 0 – 18), and their family through the use of a range of flexible, tailored support services including case management and access to a range of services that may include counselling, health interventions, and in-home supports. The service supports parents and carers through tailored interventions to build their skills and capacity to safely nurture and protect their children.</p> <p>The Intensive Family Support Practitioner facilitates effective sustainable change in families experiencing multiple and complex needs, to minimise or prevent a family from entering or re-entering the statutory child protection system.</p>

Position Requirements (What are the 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 from Program Manager within required time frames. Active engagement with families, explore mutual obligations, complete required forms and develop collaborative goals from a strengths-based, trauma informed, family focused practice framework. Engage with clients based on professional assessment off critically-of-needs as per Prioritisation Guidelines. Engage with parents or children with disabilities to understand their needs and create linkages into the community to support individuals with a disability. Provide interventions focused on the best interests of the child that will achieve positive long-term outcomes to families to strengthen the care and protection of children living at home. Where required, conduct therapeutic interventions in the client's home. Create a single case-plan per family detailing goals, expected outcomes, identifying who is responsible for what, and time-frames that can be shared with other agencies where appropriate. Conduct cold calling including unannounced home visits to facilitate engagement of clients. Provide active assistance or research and make appropriate referrals to local services. Take the lead in providing ongoing case management with families and review case plans regularly. Provide therapeutic intervention to support case plans including informal counselling. Take the lead in convene case conferences with the family and other service providers as needed to minimise service duplication and create best outcomes. Develop and deliver group education and support activities for clients where necessary and appropriate using evidence based research. 	<ul style="list-style-type: none"> Referrals are actioned within 48hrs with client contact and electronic, database, case notes and hard copy files are established. Active engagement and collaborative goal setting is completed with families. Prioritisation Guidelines are adhered to. Parents and children with a disability are successfully linked with supports within the community. Therapeutic interventions are conducted successfully in the home where required. A single case plan is developed in collaboration with each family which can be shared with other local stake-holders. Cold calling is conducted safely and effectively as required. Appropriate and practical assistance is provided or resourced. Families are referred to appropriate community services in preparation for exit. All relevant and proper steps are taken to ensure that positive and sustainable outcomes are achieved. Family support/informal counselling sessions are conducted. Case conferences are convened with stakeholders resulting in collaborative service plans. Group sessions are developed and delivered as needed. Confidentiality and client rights are respected at all times. The wellbeing of service users is enhanced in a professional, appropriate and ethical manner. Brokerage is used in accordance with service guidelines. Complex cases and emergencies are responded to in a timely manner. Participate in reflective practice processes as required. Engagement plans are developed with partnership services to engage with resistant clients.

<ul style="list-style-type: none"> Assist clients to transition out of the service. Refer into other services where appropriate and available. Brokerage expenditure is managed and documented effectively. Assist Program Manager and other staff in addressing complex cases or emergency situations. Participate in external evaluations of outcome reviews as needed. Participate in reflective practice processes to ensure continuous improvement in service delivery. Develop strategies to actively engage resistant clients who will be at risk of future harm if change is not made as well as partnership services who have a shared relationship with the client. 	
Key Result Area 2	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Develop and maintain effective relationships with team members and Mission Australia staff. Develop and maintain effective relationships with community, government and non-government services. Engage without posted Disability Services Officers (Facc and IFS Services). Participate actively in community network meetings. Share knowledge of local networks and 'best practice' with other team members. 	<ul style="list-style-type: none"> Mutually respectful relationships facilitate a positive team culture. Up to date knowledge of local community services facilitates active referral pathways into and out of the IFS service. Disability Services Officers are actively engaged with. Actively participates and professionally represents IFS in community meetings and networks. Knowledge of local networks and 'best practice' is shared with other team members
Key Result Area 3	Risk and Safety Planning
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Meet with families to conduct a collaborative needs assessment and develop a risk and safety plan. Organise a safe and appropriate environment, and activities for children that maximise parent/child interaction and engage children in an interesting, calming and positive manner. 	<ul style="list-style-type: none"> Risk assessments are conducted and aim to maximise client safety. Appropriate control measures are identified. Safety plans are clear and assist clients to avoid dangerous situations.

Key Result Area 4	Administration & Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update individualized case management files for all clients in line with Mission Australia protocols. • Ensure that all required internal and external client paperwork is completed and copies kept on file. • Undertake a range of case management duties to support the development of clients including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally. • Complete a range of required administration tasks including reports and audit activities as requested. 	<ul style="list-style-type: none"> • Case management files are created accurately within required timeframes and updated regularly. • All paperwork is completed and correct and securely stored as required. • Clients provided with practical case management. • All administration tasks including case notes, and reports are completed accurately and on time. • All client information is stored securely as per Mission Australia Policy and Procedures.

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.).
- 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.

- 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

- Relevant tertiary qualifications in Social Work, Social Sciences, Psychology or other related field.
- Knowledge and understanding of Child Protection legislation and child protective concerns.
- Experience working with families experiencing issues relating to mental health, drug and alcohol, disability, criminal activity, domestic and family violence or significant child protection concerns is desirable.
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex clients.
- Strong listening and engagement skills including the ability to build and maintain relationships with clients and other internal and external stakeholders.
- Strong written communication skills and the ability to present information and case notes clearly and concisely.
- Strong organisational skills and the ability to manage time effectively including the ability to manage a case load of competing client needs.
- Demonstrated professional approach to the role including maintaining professional boundaries and confidentiality.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- A positive team player who looks for ways to improve current work practices and processes.
- The ability to maintain resilience and manage personal development, self-awareness and own wellness.
- Alignment to the values of Mission Australia

Key challenges of the role

- Engaging and working effectively with high level family resistance and complex family needs across multiple developmental stages, as well as working in family homes and balancing the client intervention needs with data entry expectations.
- This role will at times be required to operate outside normal office hours (at night and on weekends and public holidays). The role incumbent may be required to participate in an on-call roster.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	Current First Aid certificate

Approval Joannah Hack, Program Manager

29 October 2020

Manager name

Approval date