

## 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:	Residential Coordinator
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To support service staff and management in the delivery of the program, ensuring effective outcomes for clients in particular the provision of services to face homelessness and other related issues.

## 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"><li>Act as the first point of escalation for clients and case managers, and actively participate in case management to overcome challenging issues or relationship breakdowns</li><li>Work with staff and clients to create individualised support plans including the assessment of physical, financial, emotional and accommodation needs of the client</li></ul>	<ul style="list-style-type: none"><li>Case management issues are overcome resulting in improved client outcomes and timely resolution of issues and complaints</li><li>All referrals are responded to and appropriate contact and support is initiated</li><li>Individualised case plans are developed with families, with referrals to appropriate support programs and other services. All information is recorded and monitored</li></ul>

<ul style="list-style-type: none"> <li>• Ensure individualised case plans are developed to ensure that goals are met and practical steps are taken to meet presenting needs and support staff through this process</li> <li>• Ensure comprehensive case files are developed for clients, ensuring that all documents are completed and records are detailed, accurate and factual</li> <li>• Liaise with the Support Services to enable the necessary support and referral of clients</li> </ul>	<ul style="list-style-type: none"> <li>• All required paperwork is completed and put on file. Review reports are completed and forwarded onto Program Manager</li> <li>• Strong and ongoing relationships are developed with Support Services allowing clients to be effectively assisted and supported</li> <li>• Appropriate services and programs are sourced to support clients</li> <li>• Ongoing support is provided for clients that meets their needs and situation</li> </ul>
<b>Key Result Area 2</b>	<b>Program Support &amp; Development</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Coordinate the allocation of caseloads to ensure effective distribution, management, and cover during illness, training and annual leave</li> <li>• Coordinate and ensure compliance with relevant funding agreements and provide advice and expertise on its application to service staff</li> <li>• Monitor and support the progress of caseloads to ensure effective case management and required outcomes for clients</li> <li>• Provide intervention support to clients and case workers where there is a breakdown in the relationship or difficulty in reaching desired outcomes</li> <li>• Maintain up to date reports and records to reflect caseloads, progress and outcomes, and budgets and report to management as required</li> <li>• Contribute to the development of the service by providing input to service strategy, and planning</li> </ul>	<ul style="list-style-type: none"> <li>• Caseloads are allocated in a fair and efficient fashion achieving best outcomes for the service and clients</li> <li>• The service complies with all funding requirements</li> <li>• Service staff are supported to achieve best possible outcomes from their caseloads</li> <li>• Assistance is provided to overcome case worker and client issues resulting in positive outcomes where possible</li> <li>• Accurate reports are kept and provided to management in a timely manner</li> <li>• Contribution is made to strategy and site planning</li> </ul>

Key Result Area 3	Program Coordination
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Complete a range of internal and external reports relating to clients and the program including risk assessments, statistics, quarterly and exit reports etc.</li> <li>• Undertake staff supervision, motivation and support including strong, timely and accurate communication through regular meetings to disseminate information from management and other parts of the organisation</li> <li>• Identify staff development and training needs and take appropriate action</li> <li>• Induct and train new members of staff to ensure appropriate knowledge of the organisation, work practices and internal and external policies and procedures</li> <li>• Maintain adherence with all internal and external policies and procedures including contractual obligations, OHS, Privacy and EEO</li> <li>• Undertake other duties as reasonably requested by the Service Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain high quality reporting requirements as per the funding contracts to ensure all Programs are compliant with guidelines</li> <li>• Staff are supported through monthly supervision to perform to their roles in an effective manner, in keeping with the formal processes and procedures of Mission Australia</li> <li>• Staff receive development and training to improve their performance and meet the professional and personal development needs, relevant to their role</li> <li>• Appropriately skilled and motivated staff are selected, employed and inducted in line with Mission Australia policies and procedures</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

- 2-year Diploma in Social Welfare (or higher) or relevant industry experience
- Knowledge and experience working with client issues relating to homelessness including domestic violence, substance abuse, mental health etc
- Ability to work in partnership with other staff to provide a coordinated and effective support
- Demonstrated ability in the following areas: assessments, case planning and case management
- High level of numeracy, written and verbal communication skills and ability to keep up to date client records
- Competent computer literacy
- Current driver's license
- Senior First Aid certificate or willingness to obtain
- Current Working with Children Check.

### Key challenges of the role

The ability to provide case management of clients who can be difficult to schedule or reach. In addition the ability to be creative, flexible and persistent in the achievement of outcomes for these clients.

### Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Drivers Licence ☒

Other (prescribe) ☐ \_\_\_\_\_

### Approval

Manager name

Approval date