

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:	DESS Case Manager
Division:	Service Delivery
Classification:	Community Services
Level:	Level 4
Program:	Drug Education Support Services
Reports to:	Team Leader/Program Manager – YASS
Position Purpose:	<p>Working within the values of Mission Australia, the role develops and delivers a safe and supportive AOD education and support program to young people residing in YASS crisis and transitional accommodation, aligned to evidence based and informed practices and frameworks.</p> <p>The position works to build AOD capacity by developing organisational, community and client and family's knowledge of AOD issues, the supports available, harm reduction strategies, as well as engaging young people to address their physical, social and emotional needs.</p>

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"> • Respond to referrals in a timely manner. • Complete AOD assessments and intake processes for allocated young people. • Provide ongoing person-centred case management in line with MA's National Case Management Approach, with allocated complex people and review progression against support plan. • Support young people to create holistic and strength-based individualised AOD support plans utilising SMART goals and referral to supplementary services as needed. • Provide brief intervention and informal counselling based on motivational interviewing techniques. • Facilitate case conference meetings for allocated young people where relevant. • Complete risk assessments where necessary. • Facilitate therapeutic and educational groups, covering AOD, mental health and wellbeing, with young people engaged in the service. • Provide AOD education and support outreach activities to young people in transitional housing. • Provide advocacy and referral to appropriate services enabling young people to achieve their individual goals. • Provide AOD information and resources to young people, families, internal staff, external service providers and community, where possible. • Provide on-call support to afterhours services. 	<ul style="list-style-type: none"> • Referrals are responded to, and criteria is met in the required timeframes. • Comprehensive assessments and intake process completed with young people within one week of intake, and required documentation and data maintained and or filed. • Ongoing person-centred case management complies with MA's National Case Management Approach. • Young people are thoroughly 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. • AOD Support plans are in place and reviewed regularly in line with Mission Australia best practice. • Young people are provided practical case coordination and ongoing support to meet their identified AOD and Mental Health needs. • Young people accessing the service are supported to develop harm minimization strategies and offered appropriate referral to other AOD and Mental Health services. • A collaborative partnership with YASS staff and other stakeholders exists and is used to develop appropriate engagement strategies for young people accessing the service. • Risk assessments are conducted, and duty of care requirements are met. • Young people that have left YASS crisis accommodation continue be engaged in their recovery journey and build AOD capacity • Groups sessions are facilitated ensuring they are relevant to the young people's identified AOD, mental health and

	<p>wellbeing needs, and young people are encouraged to provide ongoing feedback and input into the program.</p> <ul style="list-style-type: none"> Records are current and easily accessible to both internal and external bodies if required. AOD information and harm minimisation session are provided to young people, families, YASS team and other agencies where required. Escalated service user issues are responded to in timely manner which ensures minimum impact to clients or relationships. On-call support is provided as required.
Key Result Area 2	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Develop positive professional relationships with young people, their families, key stakeholders, and staff. Actively build networks with specialist AOD and Mental Health services and participate in service meetings. Actively participate in interagency meetings including the DESS Worker Community of Practice. Work collaboratively with service staff to provide specialised support to address complex cases or emergency situations. 	<ul style="list-style-type: none"> Positive professional relationships are developed and maintained resulting in improved service functioning and service outcomes. New relationships and partnerships are developed between YASS and other mental health and AOD agencies resulting in new referral pathways and improved service outcomes. Professional contribution is provided at service staff meeting. Professional and informed contribution is provided at interagency meetings. Information obtained at interagency meetings is shared with the team. Young people who are in crisis are managed and supported effectively.
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Record comprehensive statistics in accordance with contractual and organisational requirements. Create and maintain comprehensive electronic individual case management 	<ul style="list-style-type: none"> Service user files are professionally maintained using electronic systems. Case notes are recorded in adherence with MA policy and requirements. Service provided reflects the current guidelines.

<p>files for all allocated young people in line with Mission Australia protocols.</p> <ul style="list-style-type: none"> • Maintain a thorough knowledge of service procedures and guidelines. • Provide support to complete service reports as required. • Complete a range of other administrative duties for the efficient running of the service. 	<ul style="list-style-type: none"> • Service statistics are clearly recorded and maintained. • All required reports are prepared accurately and in a timely manner. • All required administration tasks are completed accurately and in a timely manner. • The service is professionally presented and maintained.
Key Result Area 4	Learning and Innovation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Participate in supervision meetings with line manager. • Participate in clinical supervision. • Participate in MA's Quality Assurance Framework. • Actively participate in the DESS Worker Community of Practice. • Provide supervision to students as required. • Facilitate AOD education and awareness sessions with YASS staff. • Professional development activities are attended. • Support evaluation of the AOD Education and Support program 	<ul style="list-style-type: none"> • Monthly supervision with line manager is attended. • Monthly clinical supervision with line manager is attended. • CQI tasks are completed as required. • Students are supervised. • YASS staff demonstrate increased capacity to deal with AOD issues and are equipped to provide harm reduction strategies with young people. • Appropriate training and professional development programs are attended. • Continuous improvement of the AOD Education and Support Program

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 degree with at least one years' experience or Associate Diploma with relevant experience or less formal qualification with substantial years of relevant experience.
- Demonstrated experience providing case management and case coordination, including working with people experiencing alcohol and other drug use issues, mental health issues, and mental health crisis.
- Sound knowledge of AOD, including harm reduction, withdrawal and an understanding of evidence based and informed AOD strategies and approaches.
- Demonstrated experience working in a crisis setting or working with complex and high-risk individuals.
- Sound knowledge of trauma informed practices, local AOD support needs, services and issues; and co-occurring mental health conditions.
- Experience and ability to work with at risk young people including knowledge of child and adolescent development and child and youth safe practices.
- 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 (training will be provided).
- Excellent keyboard skills.
- Well-developed communication and interpersonal skills including report writing and data collection.
- Strong relationship building skills.

- Supervision skills.
- Ability to work within a multi-disciplinary team.

Key challenges of the role

- The ability to provide engagement and support to young people experiencing risk factors in their life. This will require perseverance, flexibility and innovation to do so.
- The capacity to complete a number of administrative functions to assist outcomes for young people and their families and the organisation.
- Balancing the desire to support the young people, whilst maintaining a focus on achieving the required performance and contractual outcomes.
- Providing on-call support for staff across different services.
- Requirement to work some evening and weekend hours.

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"/>
COVID-19 Vaccination and Booster	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/> _____

Approval

Manager name

Elise Jorgensen

Approval date

3 June 2022