

Mission Australia

About us:	Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years. 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. 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Group Facilitator
Division:	Community Services
Classification:	Community Service Employee
Level:	Level 4
Program:	Psychosocial Support Service
Reports to:	Program Manager

Position Purpose:	<p>Provide a range of person-centred, recovery-focus and trauma-informed non-clinical supports, in individual and group settings and linking with services to build psychosocial functional capacity to address individual needs.</p> <p>The Group Facilitator will also support Consumers to establish meaningful personal and community connections and connect them to the support needed to develop their skills to sustain housing and live successfully in the community.</p>
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Position Requirements (What are the key activities for the role?)

Key Result Area 1	Consumers
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • With consumers and staff develop and deliver group programs that address issues including, but not limited to, living skills, accessing education, finding a job, making a home and being part of their community. training, employment options, social skills, recreational needs and family relationships • Together with Consumers and the group facilitator conduct reviews of Needs Assessments, Action Plans, Risk Assessments in a person-centered and recovery-oriented manner • Maintain up to date records of all consumer information and program delivery as per Mission Australia Policy and procedures • Create a social and community activities program that fosters consumer engagement • As required provide specialised case management (formal and informal) in line with MA's National Case Management Approach and Work collaboratively with internal caseworkers to provide specialised advice and support with appropriate engagement strategies. 	<ul style="list-style-type: none"> • Consumers attend the group programs that supports them to work on the areas identified in their action plan • Needs assessments, Action Plans and Risk Assessments are completed within applicable review time frame (at acceptance, when any change is required minimum every 3 months) • All consumer records are accurately recorded including event records and forms and assessments entered / or uploaded into MA Connect- Client Information Management System) as per documented processes and procedures • Consumers actively participate in social and community activities within the program • Knowledge of local services and 'best practice 'is shared with other team members • They work in a collaborative partnership with caseworkers to develop appropriate engagement strategies for Consumers. • Services are viewed as accessible, and the overall proportion of Consumers accessing the service is increased.
Key Result Area 2	Stakeholders
Key tasks	Position holder is successful when



<ul style="list-style-type: none"> • Build and maintain positive internal and external relationships, with the ability to adapt communication style to resolve conflict including community, government non-government services, Indigenous organisations, Consumer's, and their family/caregivers etc. • Participate actively in relevant network meetings. 	<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 service. • All relevant internal and external stakeholders are actively engaged with' • Actively participates and professionally represents in relevant meetings and networks. • Knowledge of local networks and 'best practice' is shared with other team members.
<p>Key Result Area 3</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Under general direction proficiently undertake administrative skills including statistics, reports, referral letters, and goal plans and data entry in relevant Consumer Management System, etc. • Ensure that all required internal and external Consumer paperwork is completed and copies kept on file inline Mission Australia protocols. • Complete a range of administrative duties for the efficient running of the service including statistics, reports, referral letters, and goal plans etc. • In line with Mission, Australia protocols create and maintain Consumer related paperwork including individualised case management files. 	<ul style="list-style-type: none"> • Case management files are created in required standard and updated regularly. • All paperwork is completed and correct and kept as required. • Consumers are provided with practical case management support to meet the individual needs. • All required reports are prepared correct and on time. • All required administration tasks are completed accurately and in a timely manner

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

- Relevant degree with at least 1 years' experience (e.g. relevant four-year degree with at least 1 years' experience or relevant three-year degree with two years of relevant experience).
- Alternatively, employee may hold an associate diploma with relevant experience, a less formal qualification with substantial years of relevant experience or equivalent expertise gained through previous industry experience.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated ability to provide specialised or complex therapeutic interventions and manage a caseload of complex Consumer.
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders.

- Well-developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances.
- An understanding from combined lived experience and professional development about factors that support recovery and a proven ability to use this to positively support others on their recovery journey. Key challenges of the role
- Manage a range of tasks including those which fall outside of case management to provide the support required for Consumers within the service. In addition, managing a hectic atmosphere and confronting Consumer issues.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.

Key challenges of the role

- Manage a range of tasks including those which fall outside of case management to provide the support required for Consumers within the service. In addition, managing a hectic atmosphere and confronting Consumer issues.
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Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Evidence of COVID-19 Vaccination	<input checked="" type="checkbox"/>

Approval

Rachelle Elphick

1 July 2022

Manager name

Approval date