

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That’s why we stand together with Australians in need, for as long as they need us.</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:	AOD and Mental Health Case Worker
Executive Function:	Community Services
Award/Agreement:	SDEA
Classification:	Community Services Employee
Level:	Level 4
Reports to:	Program Manager
Position purpose:	<p>AOD: To deliver prevention and early intervention support to reduce the impact of substance misuse for young people aged 10-25 years with substance misuse concerns or parents/caregivers with substance misuse concerns (whose children have no concerns); or combinations of both.</p> <p>Mental Health: To deliver a flexible and responsive service for children and young people up to the age of 18 years who are affected by, or at risk of mental illness, and their families.</p>

Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated.

<ul style="list-style-type: none"> Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<ul style="list-style-type: none"> Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.
<p>Key Result Area 2</p>	<p>Client Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> May be required to provide intensive ongoing person-centred case management (formal and informal) in line with MA's National Case Management Approach, with complex clients and review progression against case plan. Work with families, the local community and service providers to adopt a holistic and culturally safe model that improves outcomes for individuals and families experiencing issues associated with their use of alcohol and other drugs. Facilitate AOD & mental health education sessions with local high schools. May be required to provide, evidence-informed case management sessions with clients that are sensitive and responsive to, the cultural strengths and needs of each client. Assist clients while at the service through brief therapeutic intervention and referral to suitable services Work with clients to create holistic and strength-based individualised support plans utilising SMART goals including referral to supplementary services as needed. Respond to referrals of clients to the service from internal and external support services and conduct over the phone and formal face to face assessments of suitability for support. Undertake initial registrations for clients, including all necessary paperwork and application forms. Induct clients into the service including the property, facilities, financials and regulations. Assist clients in the process of transition out of the service into independence or other services including developing the capacity to self-manage and access required supports independently. 	<ul style="list-style-type: none"> All referrals are responded to, and appropriate clients are selected for the program. Thorough registrations are conducted, and all required paperwork is completed and put on file. Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities. Support plans are created for all clients in line with Mission Australia best practice. Ongoing support is provided for clients that meet their individual needs and situation. Clients are supported while at the service and offered appropriate referral to other services. Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services. Group sessions are conducted for clients as appropriate. 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 clients. Services are viewed as accessible, and the overall proportion of clients accessing the service is increased. Work in partnership with caseworkers to conduct home visits successfully. Risk assessments are conducted, and clients and workers are safe where necessary. Appropriate notes are kept for all clients in line with required MA and external standards. Active participation is made to program improvement meetings. Active participation in quality program activities

<ul style="list-style-type: none"> • Conduct group sessions for clients where necessary and appropriate on a range of topics. • May be required to take the lead in convening case conferences with key stakeholders as needed to minimise service duplication and create best outcomes. • Assist Program Manager and other employees in addressing complex cases or emergency situations. • Complete client and activity risk assessments where necessary. • Deliver single stream training programs which support the practical needs of the clients and contribute to the practical improvement and assessment of group programs under the direction of a senior employee. • As required undertake community-based activities in line with contractual funding requirements, that aim to benefit clients and the community. • Identify potential improvements in service provision to participants, and participate in and implement all quality program activities within the service to ensure compliance with service standards. • May provide outreach services to clients. 	<ul style="list-style-type: none"> • Active participation training and supervision. • Effective cover is provided across the program at all times including providing relief duties when needed.
<p>Key Result Area 3</p>	<p>Administration & Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Proficiently undertake a range of administrative duties for the efficient running of the service including monitoring statistics, writing reports, referral letters, and goal plans etc. data entry in relevant Client Management System, etc. • In line with Mission, Australia protocols create and maintain internal and external client related paperwork including individualised case management files. • As directed exercise initiative and judgement in undertaking a range of program support activities including the completion of internal and external reports relating to clients including case 	<ul style="list-style-type: none"> • Case management files are created to the required standard and updated regularly. • All paperwork is completed and correct and kept as required. • Clients are provided with practical case management support to meet the individual's needs. • All required reports are prepared correctly and on time. • All required administration tasks are completed accurately and in a timely manner.

management statistics, feedback summaries and yearly outcomes reports.	
Key Result Area 4	Relationship Management
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, clients, and their family/caregivers etc. • Participate actively in relevant network meetings. • Provide specialist advice and share knowledge of local networks and 'best practice' with other team member's lower level employees including coaching and mentoring. 	<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.

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.)
- 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 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 a Certificate IV in Alcohol and Other Drugs with two years of relevant experience or an associate diploma 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 client.
- 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 in order to provide the support required for clients within the service. In addition, managing a hectic atmosphere and confronting client issues.
- The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services.

Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
First Aid Certificate	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe):	<input checked="" type="checkbox"/>
Safe Environments for Children and Young People 'Through Their Eyes'	

Approval

Manager name Alex Ingleton, Regional Leader

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