

## 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 strengthen communities.

## Position Details:

Position Title:	Community Services Worker
Classification:	Community Services Employee
Level:	Level 4
Function:	Communities for Children and Circles of Care Yarrabah
Reports to:	Program Manager
Position Purpose:	<p>To assist the Program Manager in the ongoing implementation of the Cairns South and Yarrabah Communities for Children (CfC) Initiative and Circles of Care Program. The role will be supporting the development and implementation of the evidenced based early intervention prevention activity, Circles of Care and provide support to the Communities for Children Yarrabah Committee to implement the CfC Activity Work Plan.</p>

## Position Requirements

Key Result Area 1	Community Capacity Building
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Proactive identification and networking with stakeholders including families, community agencies, funding providers,</li> </ul>	<ul style="list-style-type: none"> <li>Formal and informal partnerships have been established around identified community issues with a wide range of stakeholders</li> </ul>

<p>government departments, local business and advocacy groups.</p> <ul style="list-style-type: none"> <li>• Support the Program Manager in community consultations to determine strengths, needs and existing resources.</li> <li>• Empowerment of the Committee by encouraging their participation in project development, implementation and evaluation to ensure project sustainability and long term community outcomes.</li> <li>• Promotion of Communities for Children Initiative and Circles of Care Program in the region</li> </ul>	<ul style="list-style-type: none"> <li>• Committee meetings occur on a regular basis</li> <li>• Regular consultation is undertaken with the community to determine strengths, needs and existing resources</li> <li>• Positive feedback is received by the service from local community and relevant stakeholders</li> <li>• The service is represented at various forums locally</li> <li>• Community Service mapping update every 12 months</li> <li>• Morning Tea Networking are held – each quarter (4 per year)</li> </ul>
<b>Key Result Area 2</b>	<b>Administration &amp; Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<p>Under general direct (with a higher degree of autonomy) proficiently undertake administrative skills including statistics, reports and data entry relevant the Facilitating Partner and the DEX Database</p> <ul style="list-style-type: none"> <li>• Collect and collate relevant CFC and Circles of Care Information and data in accordance with funding body requirements and Mission Australia protocols.</li> <li>• Create professional reports and resource materials as needed and requested by Program Manager for presentation to internal management and external stakeholders, CFC committee and community networks and project groups.</li> <li>• Participate in relevant reviews, evaluations and audits as requested by Program Manager, Mission Australia and /or the funding body.</li> </ul>	<ul style="list-style-type: none"> <li>• A contribution is made to service reports as required</li> <li>• All paperwork is completed and correct and kept as required, including client case notes.</li> <li>• All required administration tasks such as, personal calendars, car rosters, consent forms and all program documentation are completed accurately and in a timely manner.</li> <li>• Admin tasks and information are kept and maintained in accordance with ethical principles and relevant legislation</li> <li>• Committee minutes are accurate and distributed in a timely manner</li> </ul>
<b>Key Result Area 3</b>	<b>Circles of Care Program Delivery and Evaluation</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>

<ul style="list-style-type: none"> <li>• Participation in and contribution to evaluation and research processes to contribute to and support the Circles of Care Program to maintain the body of evidence for the program</li> <li>• Contribute as required to service reporting obligations</li> <li>• Active participation in planning meetings, staff meetings, internal supervision and developmental activities.</li> <li>• In collaboration with the Circles of Care Coordinator and Yarrabah State School, plan and deliver Tier 2 student activities at Yarrabah State School to conduct and deliver programs, seminars, social activities and/or workshops for parents/families or children.</li> <li>• Support the Circles of Care Coordinator to deliver Tier 3 support to link the children and/or parents/families to appropriate specialised services and maintain relationships during the referral period.</li> <li>• Support the Program Manager with the delivery of Emergency Relief</li> </ul>	<ul style="list-style-type: none"> <li>• An active contribution is made to service evaluations.</li> <li>• An active contribution is made to service reports as required</li> <li>• Participation in planning meetings and contribution to Action Learning processes is achieved</li> <li>• Regular participation in supervision and debriefing</li> <li>• Attendance at training opportunities provided by the service to ensure 'best practice'.</li> <li>• Activities and programs based on the specific identified needs implemented.</li> <li>• Appropriate agencies that can fulfil the needs identified. The activities and programs address the barriers to parents being involved with their child's education and school, partly by being based at the school.</li> <li>• Quality, accurate progress reports are received on time</li> <li>• Emergency Relief procedures are followed</li> <li>• Accurate Emergency Relief applications are received</li> <li>• Emergency Relief DEX Data reports are up to date and accurate</li> <li>• Food parcels supplies stock in managed as per procedure</li> </ul>
<b>Key Result Area 4</b>	<b>Relationship Management , Networking and Promotion</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with internal, government and non-government services.</li> <li>• Build and strengthen Committee and CfC team relationships</li> <li>• Participate actively in community network and stakeholder meetings as allocated by Program Manager.</li> <li>• Promotion and information sharing of the CfC Program at community events.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective links are developed and maintained with local organisations</li> <li>• CfC and Circles of Care are represented effectively and appropriately at community meetings and events</li> <li>• Effective promotion activities and service materials are created for the service.</li> </ul>

<ul style="list-style-type: none"> <li>Participate and contribute to the development of promotional materials and promotional opportunities where relevant.</li> </ul>	
<b>Key Result Area 5</b>	<b>Team Participation</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Share knowledge of local networks and 'best practice' with other team members</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of local networks and 'best practice' is shared with other team members</li> <li>Meetings and development activities are conducted improving communication, performance and engagement.               <ul style="list-style-type: none"> <li>Information is shared resulting in improved collaboration and effective decision-making.</li> <li>Contributes to positive team culture and demonstrates a commitment to best practice.</li> </ul> </li> <li>Shares role of chairing team meetings and minute taking.</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

- Relevant university degree with relevant experience or other appropriate qualifications or experience acceptable to Mission Australia to perform the role.
- Alternatively, an Associate Diploma or Cert IV with experience; qualifications in more than one discipline; skills sufficient to perform at this level which has been attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- Demonstrated professional approach to the role including maintaining professional boundaries.
- Demonstrated knowledge and experience in Family Support, Program Evaluation, Community Development, Coordinated approaches, Community engagement frameworks and partnership development
- Experience and knowledge in working within the Cairns South and Yarrabah region and understanding of current data and evidence relating to community indicators
- Experience, knowledge and understanding of Early Intervention and Prevention research, evidence and practice
- High Level skills in communication and relationship development
- Works under general direction in functions that require the application of skills and knowledge appropriate to the work;
- Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge
- 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.
- Demonstrated knowledge of relevant policy and legislation.
- Highly developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.

### 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

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- National Police Check

☐
- Vulnerable People Check

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- Drivers Licence

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- First Aid Certificate

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- Other (prescribe)

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**Approval**

People Leader name

Approval date