

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

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.

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: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Advice and Referral Community Liaison

Classification: Community Services Employee

Level: Level 5

Function: Strong Families, Safe Kids, Advice and Referral Line

Reports to: Advice and Referral Community Manager

Position Purpose: The Strong Families, Safe Kids, Advice and Referral Line is a contact point for people seeking information, advice and assistance if they have concerns about a child and their family. The service provides information and advice about service options and other approaches for responding to the needs of children and families. When a child and their family need assistance the service may provide this through referral to another service, or in some circumstances if a child is considered to be at risk, the service may refer the matter to the Child Safety Service for assessment.

The Advice and Referral Community Liaison facilitates the provision of information, advice and assistance between the Children's Advice and Referral Service and regional services to promote community education and referral, to ensure that the right intervention and assistance is delivered.

The Advice and Referral Community Liaison is required to work largely autonomously and assume day to day responsibility for determining the direction of their work. General professional guidance is provided by the Manager, however the incumbent is expected to maintain a high level of knowledge and expertise in relation to emerging developments in policy, training and clinical practice relating to child safety and wellbeing.

The occupant is responsible for:

- The provision of a high standard of consultation and information using professional skills and standards and with due regard for confidentiality.
- Exercising professional judgement in a timely and appropriate manner in line with practice standards and Agency protocols.
- Operating within set legislation, delegations, guidelines and time frames.
- Exercising reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation.

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

Key Result Area 1	Client Servicing
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Deliver, in partnership, a strengths-based response at the regional level where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context. • Provide consultation, information and assistance to the Children’s Advice and Referral Service on referral options for vulnerable children and families in relation to appropriate programs, services, resources and information available to support families in their local community. 	<ul style="list-style-type: none"> • At risk children are identified and responded to with appropriate supports to ensure their safety. • Staff at the Children’s Advice and Referral Service are aware of programs, services, resources and information relevant to their work with at risk children and their families.
Key Result Area 2	Community Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Support service providers through the provision of consultation and education sessions to strengthen and promote understanding of the Children's Advice and Referral 	<ul style="list-style-type: none"> • Service providers have a good understanding of the Children's Advice and Referral Service and the underpinning principles and practice.

<p>Service and the underpinning principles and practice, with the aim of improving the safety and wellbeing of children.</p> <ul style="list-style-type: none"> • Identify opportunities to improve work practice, training and education requirements with service partners in the sector to improve outcomes for children and their families. • Develop and maintain local relationships and utilise local knowledge in ensuring best assistance can be provided to children and their families. 	<ul style="list-style-type: none"> • opportunities to improve work practice, training and education requirements with service partners are identified and a plan for delivery is in place. • Children and their families benefit from local relationships and knowledge fostered by the Liaison Officer.
<p>Key Result Area 3</p>	<p>Safe Workplace</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon. • The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level. 	<ul style="list-style-type: none"> • The organisation's Quality & Safety and Work Health & Safety processes are continuously improved and relevant. • Other suitable duties are undertaken in a willing 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

- A Bachelor of Social Work or a Diploma of Community Welfare Work or other tertiary qualifications at Diploma or above level which includes units of case management/casework practice and supervised practical work placements in relevant fields
- Demonstrated comprehensive understanding and application of theory relevant to the development and delivery of child safety and family support services.
- Demonstrated skills and experience in working with children and families at risk, including the ability to provide advice on complex and critical cases.
- Demonstrated understanding of the social, emotional and health needs of children at risk of abuse and/or neglect.
- Demonstrated capacity to work effectively within multidisciplinary teams and to form and facilitate collaborative partnerships.

- Demonstrated ability to work independently, manage own workload and workflow and monitor the effectiveness and efficiency of service delivery.
- Highly developed interpersonal, advocacy and negotiation skills as well as well-developed oral and written communication skills.

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- High level interpersonal skills are required to resolve issues, develop and motivate employees.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity by identifying risks, issues and opportunities.

Key challenges of the role

- Building and maintaining positive relationships with other local service providers, and working in conjunction with them to identify information needs and opportunities.
- Ensuring staff of the Children's Advice and Referral Service are kept up to date with services and information from other services

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/> _____

Approval

Manager name

Approval date