

**Position Description**
**Position Title: Support Worker**

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| **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: Support Worker |
| Classification: | Community Services Employee |
| Level: | Level 3 |
| Function: | Provide case management support to people 16 years and above whose lives are severely impacted on by mental illness. This support will include, but is not limited to, the development and/or further enhancement of clients living skills, engagement in community life, access to income support, employment, education and training, and health services to reduce barriers to independent living caused by mental health issues. |
| Reports to: | Program Manager |
| Position Purpose:  | To support clients and other employees in the provision of support activities within the values of Mission Australia, that contributes to the outcomes of the service. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * Respond to referrals according to service guidelines and conduct thorough assessments using strengths based approach to clients, assessing their support needs.
* Develop, implement and review individualized case plans (individual recovery plans) for each client addressing issues including, but not limited to, living skills, welfare needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships
* Ensure that information on relevant community resources are available to clients and that appropriate referrals are made and followed up.
* Maintain client confidentiality at all times.
* Maintain a case load as agreed with the Program Manager.
 | * All allocated referrals are processed within 7 days unless otherwise negotiated
* All clients have an individual recovery plan developed to help them overcome barriers to community access appropriate to their needs
* Care coordination occurs with clinicians, government, non-government agencies and families where appropriate
* Mission Australia policies and procedures regarding client confidentiality are followed at all times.
* A case load of 10-12 clients is maintained depending on the level of support required for each client
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| **Key Result Area 2** | **Administration & Compliance**  |
| **Key tasks** | **Position holder is successful when** |
| * Document clear and concise records including statistics and outcomes and submit reports where required.
* Participate in and implement all continuous quality improvement activities within the service to ensure compliance with Health and Community Services standards.
* Manage and administer a number of tasks in a coordinated, efficient and timely manner.
* Adhere to procedures relating to client services, data collection and financial management.
* Access petty cash for brokerage funding for clients..
 | * Data is provided to the Program Manager as requested
* Any allocated continuous quality improvement activities are completed within the required timeframe.
* Mission Australia Community Services policies are followed
* All petty cash requests are processed through the Program Manager.
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| **Key Result Area 3** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * Document clear and concise records including statistics and outcomes and submit reports where required.
* Participate in and implement all continuous quality improvement activities within the service to ensure compliance with Health and Community Services standards.
* Manage and administer a number of tasks in a coordinated, efficient and timely manner.
* Adhere to procedures relating to client services, data collection and financial management.
* Access petty cash for brokerage funding for clients.
 | * Data is provided to the Program Manager as requested
* Any allocated continuous quality improvement activities are completed within the required timeframe.
* Mission Australia Community Services policies are followed
* All petty cash requests are processed through the Program Manager.
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| **Key Result Area 4** | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * Develop sustainable internal relationships with clients and other employees including the ability to resolve conflict to contribute to the effective functioning of the service and improved outcomes.
* Develop sustainable relationships with key external stakeholders including other service providers, community service workers, government agencies, and schools etc.
* 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 including client’s family/caregivers.
 | * Sustainable internal relationships are developed resulting in improved service functioning and service outcomes.
* Sustainable external relationships result in effective interaction with service and appropriate referral of clients.
* Is able to engage with referral sources proactively.
* Maintains awareness of Mission Australia programs and sites.
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| **P****U 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.
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**Recruitment information**

**Qualification, knowledge, skills and experience required to do the role**

* Tertiary qualifications and/ or relevant experience in the human services industry.
* Demonstrated experience in working with people with a mental illness
* Demonstrated experience in case management/ support planning
* Sound knowledge of and experience in negotiating local service systems including mental health services
* Strong understanding of the NDIS
* Demonstrated skills in mediation and advocacy
* Demonstrated ability to work independently and as part of a team

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| * 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 ability to build and maintain sustainable internal and external relationships.
* Demonstrated ability to deliver single stream training programs under the direction of a senior employee.
* Sound written and verbal communication skills, including proficient administrative skills and use of technology (database, mobile devices).
* Personal development and self-awareness including mastery with own wellness and confidence in own resilience.
* 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.
* Support recovery and a proven ability to use this to positively support others on their recovery journey.
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| **Key challenges of the role** |
| * Travel to and from and between client homes and accommodation provide case management support
* Dealing with clients who may live in confronting accommodation
* The ability to motivate and engage clients who demonstrate challenging behaviours such as self-harm
* The ability to motivate socially isolated clients
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [x]

**Drivers Licence** [x]

**First Aid Certificate** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **People Leader name**  |  | **Approval date** |  |