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| Position | Mission to a Future (M2aF) Case Manager | | | |
| Key Requirements (Qualifications, Skills, Knowledge and Experience) | <p>Essential:</p> <ul style="list-style-type: none"> • Experience working with disadvantaged members of the Community to assist them with transition into the community. • Experience working with individuals to help them identify, develop and implement specific goals to gain work, education or other appropriate reengagement activity. • Case Management services including scheduling of appointments, development of transition plan, individual monitoring and progress reporting (case notes), full range of support for individuals in line with transition plan objectives. • Familiarity with work placement programs and acting as a liaison between workplace supervisor, Job network agencies and participant. • Ability to identify when individual requires intervention by LCM Client Services for personal needs/challenges and arrange for referral and support. • Knowledge of local employment, training and job networks to make appropriate enquiries, referrals and appointments for clients in line with transition plan. • Ability to deliver employment preparation training including individual preparation, written applications and knowledge of local programs and initiatives. • Demonstrated empathy with client group and staff • Accurate and timely administration, including experience in project reporting • High level of interpersonal and communication skills • Demonstrated ability to achieve benchmarks/performance measures • National Police Check is required for all roles at LCM <p>Desirable:</p> <ul style="list-style-type: none"> • Qualifications and/or experience in assessing and delivering Language Literacy and Numeracy development for individuals. • Understanding of the issues surrounding Adult Literacy, especially delivery in the workplace. • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • Previous experience within a not for profit and/or community services background • Demonstrated ability to work unsupervised • Positive history of following organisational Policy & Procedures | | | |
| Summary of Role (inc. Role Purpose) | <p>The position is required to deliver the Mission 2 a Future (M2aF) Program, a LCM initiative designed to assist LCM clients to make a successful transition into the community. Tasks include: Promoting the program to internal and external stakeholders; Meeting with prospective participants to discuss program objectives and determine their suitability; Liaison with LCM support staff across all LCM services (referrals from and to); Regular meetings with participants to determine, implement and measure progress against transition plans; Support clients with all elements required to identify and gain work, enrol in formal education/training and transition into community; Ability to recognise individual needs and make appropriate referrals (where necessary); Develop and deliver work preparation training for small groups; Deliver on all outcomes associated with Mission 2 a Future contract; Maintain administration/records in line with contractual obligations; Work with other staff/coordinator to assist in creating reports as required.</p> <table border="1" data-bbox="464 1951 1513 2029"> <tr> <td data-bbox="464 1951 986 2029"> Key Responsibilities </td> <td data-bbox="986 1951 1513 2029"> Key Performance Indicators (observable and measurable) </td> </tr> </table> | | Key Responsibilities | Key Performance Indicators (observable and measurable) |
| Key Responsibilities | Key Performance Indicators (observable and measurable) | | | |
| Teaching and Assessing | <ul style="list-style-type: none"> • Undertake initial client assessments | <ul style="list-style-type: none"> • Client assessments completed | | |

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| | <p>regarding preparedness for transition into the community and engagement in work, training/education in line with program objectives</p> <ul style="list-style-type: none"> • Consult with clients to prepare, monitor and check progress against individual transition plans. • Deliver the required range of support and training to achieve project outcomes for clients and organisation. • Prepare relevant contextualised learning and information materials. • Monitor client progress, and where possible, adapt program to suit the needs of individuals (and the group) or facilitate appropriate supported referrals to ensure stated objectives are achieved. • Motivate and encourage clients. • Assess clients' outcomes. | <p>efficiently.</p> <ul style="list-style-type: none"> • Assessments completed in line with guidelines. • Client preparation and progress is monitored. • Training is delivered effectively. • Materials prepared as needed. • Program adapted to meet needs. • Clients report feeling encouraged. • Outcomes are assessed at appropriate stages. |
| Administration and Reporting | <ul style="list-style-type: none"> • Maintain accurate and up-to-date records for the project. • Prepare reports as required • Record all client information • Make appropriate and necessary referrals when required. | <ul style="list-style-type: none"> • Records are kept up to date. • Reports made available as agreed with Coordinator/Manager. • Reports accurately reflect program outcomes. |
| Project Implementation and Management | <ul style="list-style-type: none"> • Work with management to deliver project workplan. • Advise and assist with education and information provided all internal and external stakeholders about M2aF. • Develop appropriate transition plans for individuals and/or group/s participating in the project. • Work with management to meet project timelines and milestones. | <ul style="list-style-type: none"> • Cooperates well with management in deliver workplan. • Provides helpful advice as required. • Transition plans developed as required. • Encourages management and staff to support and understand project outcomes • All timelines and milestones are met. |

LAUNCESTON CITY MISSION VALUES

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| Faith | We have confidence that ethical actions will bring good results. |
| Justice | We take personal responsibility to uphold what is pure, right and true. |
| Compassion | We invest whatever is necessary to heal the hurts of others. |
| Flexibility | We are attentive and responsive to the changing needs in our community |
| Enthusiasm | We express joy in our work as we give it our best effort. |