

SOUTHERN JUNCTION COMMUNITY SERVICES



POSITION DESCRIPTION

Job Title	Outreach Support Worker
Location	Junction Centre
Award/Non Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Level 3 /4 (Social and Community Services Award)
Status under Children's Protection Act 1993	Prescribed
Reporting Relationship	<ul style="list-style-type: none">• Reports to the Team Leader Metro Housing Support• Works closely with Junction Housing Tenancy Services Officers
Link to SJCS Structural Framework	This position is placed at 'Team Member' level within the Structural Framework of Southern Junction Community Services Inc

ORGANISATIONAL OVERVIEW

Southern Junction Community Services builds inclusive communities through an integrated approach to the provision of quality housing, community development and social support services. We work with people who are subject to social or economic disadvantage, other agencies, groups and individuals to overcome barriers and develop resilience.

Vision Statement

Southern Junction Community Services is a centre of excellence for integrated social practice that actively demonstrates that all individuals and groups are valued, included and enabled to participate in their communities.

Mission Statement

Southern Junction Community Services is people focused, flexible and responsive, with an emphasis on early intervention and prevention. Our work reflects the belief that every individual has the right to pursue and achieve independence and self-reliance.

Core Values

Southern Junction Community Services aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ Every person deserves to be treated with respect
- **TRUST** ~ Safety and trust are the foundations of healthy families and relationships
- **INCLUSION** ~ Inclusive communities value and embrace diversity
- **INTEGRITY** ~ Acting in a way that is honest, just and open to others

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POSITION SUMMARY

The Outreach Support Worker is responsible for the provision of a wide range of social and accommodation supports and interventions that aim to provide support and assistance to people with complex needs who are homeless and/or at risk of homelessness, living in the Southern regions.

The Outreach Support Worker is required to make referrals where necessary and appropriate, recognising client's rights and responsibilities, and assisting/supporting them to maintain their tenancy, wherever possible, in order to prevent them from entering or re-entering the cycle of homelessness.

The Outreach Support Worker will provide support, advocacy and information to clients and will work collaboratively with other agencies using a case management approach.

The Outreach Support Worker will ensure that services are delivered in conjunction and cooperation with other key stakeholders.

CORE TASKS / RESPONSIBILITY OF THE ROLE

Professional Services

- Within a case management model, assess and respond to the needs of clients by assisting them to locate, obtain and/or maintain accommodation and/or support, and through crisis intervention and ongoing support provide a client-centred response that addresses individual needs.
- Work collaboratively with other agencies, in the development and provision of appropriate case plans that aim to meet the identified support needs of clients.
- Assist clients to identify and achieve their goals in a case management context.
- Assist clients in the development of social and living skills that enhance their ability to make informed choices and enable them to improve their capacity to live independently.
- Work collaboratively with other agencies, to strengthen interagency links
- Recognise the rights of all people and maintain equity of access and equality of opportunity through providing individual support and/or advocacy in a way that protects their rights and dignity.
- Develop case plans for children who present with parents and are at risk

Administration Services

- Contribute to the planning, development and evaluation of the service
- Maintain timely and accurate documentation of casework practices and case planning processes
- Maintain accurate case notes on database

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- Advise the Portfolio Manager of any issues, concerns and complaints that may affect the operations of SJCS
- Contribute to continuous improvement culture

Professional Development

- Actively participate in professional supervision and annual appraisals
- Attend mandatory training and professional development opportunities as required

Occupational Health & Safety

- Follow defined Occupational Health & Safety practices and procedures related to the work being undertaken in order to ensure the safety of self and others safety in the workplace
- Immediately report incidents and assist to identify and resolve any hazards in the workplace

SPECIAL CONDITIONS

- A six (6) month probationary period applies.
- A satisfactory criminal history assessment must be completed by SJCS prior to commencing employment. Ongoing employment with SJCS is subject to the employee maintaining a satisfactory criminal history assessment.
- A current Senior First Aid certificate is to be maintained.
- In accordance with the Children's Protection Act 1993 is required to make a mandatory notification of abuse or neglect of a child under the age of 18 if there is a suspicion on reasonable grounds that a child has been, is being or is at risk of abuse or neglect; and the suspicion is formed in the course of the person's work or in carrying out official duties.
- The employee has read, understood and agrees to comply with the Core Values outlined on the first page of the Position Description.
- Holds a current unencumbered Australian Driver's Licence and is willing to drive.
- Occasional out of hours work may be required.

SELECTION CRITERIA

- Certificate IV in Youth Work, Community Services or lesser qualification with relevant experience) – **essential**
- Demonstrated ability to develop case plans within an established case management model - **essential**
- Demonstrated experience in or understanding of supporting individuals/families who are homeless or at risk of becoming homeless
- Demonstrated understanding of crisis intervention and crisis management strategies and techniques Knowledge and understanding of the social issues

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relevant to homelessness - including the determinants and effects of homelessness

- Sound communication (verbal and written), interpersonal and negotiation skills
- Ability to prioritise workload and work independently and as part of a team
- Understanding of the complex needs of children, adolescents and families at risk of homelessness together with the impact/effect of other issues such as domestic violence, mental health etc
- Knowledge of, and respect, for cultural and lifestyle differences
- Degree or tertiary qualifications in Social Work, Human Services - **desirable**
- Previous experience working in a community services organisation - **desirable**

Endorsed: _____

Date: / /

Portfolio Manager, Home & Family Support Services

Acknowledged: _____

Date: / /

Employee

Approved: _____

Date: / /

General Manager - Community Services