



Social Futures

Position Description

Outreach Worker- Accommodation Support - Connecting Home

Work unit	Connecting Home, Community & Family
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Connecting Home Team Leader – Tweed
Supervisory responsibilities	Nil
Duration	Continuing, subject to availability of funding
Probationary period	6 months from date of appointment
Hours	60 hours per fortnight (8 days per fortnight)
Based at	Tweed – Required to travel throughout the Northern Rivers
Position description created	November 2016
Approved by	CEO
Review date	January 2018

Social Futures works to achieve social justice for regional Australians by supporting individuals, families and communities to take control and live well.

We work to create positive change in people's lives and connected, resilient communities. We envisage inclusive communities that support social and economic participation, in which everyone reaches their potential and has access to affordable housing. Our programs and services provide support on housing and homelessness, youth and family services, inclusion and participation for people living with disability and the development of the community sector. Including our work with partners, Social Futures currently serves more than 80% of regional New South Wales.

We welcome applicants from all walks of life to our diverse and inclusive workplace.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable. The White Ribbon Committee is focused on addressing men's violence towards women because of the underlying power inequality and sexism that sustains gender-based violence and the disproportionately high prevalence of this type of violence in the community.

Purpose of the Position

The position forms part of a team within the Accommodation Support and Complex Needs Specialist Homelessness Service (SHS) which will be delivered through the Connecting Home Consortium. The role sits within the Community & Family Services Division of Social Futures. The position is charged with:

- Facilitating quality of life outcomes for clients;
- Advocating for and supporting client empowerment and independence;
- Ensuring casework is purposeful, relevant and person centred;
- Promoting sustainable solutions that are effective and efficient;

- Excellent verbal and written communication skills;
- Professional and ethical conduct in relation to clients, community, other services, the employer and colleagues.

The Outreach Worker will provide quality, evidence-based case management services for clients and the community. This position strives to support clients in maximising their quality of life including their housing, education and employment, while reducing and or eliminating the factors that cause homelessness.

The position will contribute to the following SHS Program outcomes:

- People who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing;
- People who experience homelessness are rapidly and safely re-housed;
- People who are in crisis are provided with safe and secure accommodation and supported to access stable housing;
- People who are re-housed after becoming homeless are supported to stay housed.

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' Licence
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Essential Selection Criteria

Essential Selection Criteria	
1.	Demonstrated experience in working with those who are at risk of, or currently experiencing homelessness. This includes an understanding of the issues faced and possible interventions which might reduce barriers to sustaining a tenancy
2.	Demonstrated capacity to apply current early intervention support models and case management principles to assist clients at risk of, or experiencing homelessness and those with complex needs
3.	Effective communication skills to collaborate and negotiate internally and externally to deliver results for clients and community
4.	Demonstrated understanding of the Going Home Staying Home reforms and the implications for service delivery
5.	Relevant tertiary qualifications and experience in the field

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
Deliver high quality client-centred casework practices	<ul style="list-style-type: none"> • Provide holistic support and case management services to those who are homeless and at risk of homelessness in accordance with Case Management Society of Australia (CMSA) guidelines and the Social Futures Practice Framework. • Ensure clients understand their rights and responsibilities, supporting informed consent, active participation and client empowerment. • Maintain a client-centred and strengths-based focus to build client capacity and independence. • Provide a client centred approach to understand needs, risks and strengths.

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> • Complete initial safety and risk assessment processes. • Complete brokerage assessments and procedures as per organisational policy and procedure guidelines • Develop, document and maintain case plans in accordance with program guidelines and the Practice Framework. • Ensure that measurable and documented case plan goals are developed that are achievable within the financial resources available to support the client. • Use collaboration to generate innovative responses to client needs especially when immediate solutions are not available. • Ensure practice is well documented in a clear and comprehensive manner. • Monitor, transition and provide planned and agreed disengagement of service in accordance with case plan • Evaluate and analyse client outcomes and prepare reports and communicate findings. • Adopt appropriate risk management practices at all times. Discuss identified risks and risk management practices with colleagues and supervisor • Regularly reflect on work practice.
<p>Collaborate to engage service users, agencies and other stakeholders</p>	<ul style="list-style-type: none"> • Promote the service and contribute to community knowledge of issues that affect homelessness • Actively encourage collaborative and integrated service delivery • Participate in multi service/disciplinary case management practices • Maintain up-to-date knowledge about relevant services, support agencies and initiatives available to people experiencing homelessness. Promote this knowledge and the availability of services and resources to people experiencing homeless. • Establish and maintain collaborative relationships with stakeholders and other service providers. Communicate with relevant individuals, services, organisations and departments to advocate on behalf of and meet the needs of the clients. • Develop and maintain strategies to provide service to isolated communities. • Plan and conduct community education and group work as required.
<p>Foster innovation and culture of continuous improvement</p>	<ul style="list-style-type: none"> • Maintain up-to-date knowledge of evidence- based practice and policy developments relevant to homeless service delivery. • Seek and obtain stakeholder feedback on service delivery and incorporate feedback in future activities • Promote and participate in evaluation and research • Accurately document, all client service complaints, grievances and critical incidents in accordance with relevant policies and procedures.
<p>Program Reporting</p>	<ul style="list-style-type: none"> • Create and maintain up-to-date and confidential records of participants involved with the program. • Maintain up to date records of participants and activities as required by Social Futures and funding bodies. • Maintain up to date work plans and summary of activities for inclusion in project reports and data collection processes.

Key Responsibilities	Focus Areas
Actively contribute to team and organisational culture	<ul style="list-style-type: none"> • Be an active, contributing team member, working to the values of the role and organisation • Attend regular team meetings, supervision, and annual performance appraisals, ensuring a partnership approach. • Provide support, knowledge and expertise across the organisation. • Be flexible and able to work in various service areas, using knowledge and skills across organisation where needed and required. • Participate in promoting the service and organisation based on values and principles and ethics of the organisation.
Work to achieve organisational goals	<ul style="list-style-type: none"> • Have a comprehensive understanding and comply with Workplace Health and Safety, Child Protection, EEO, Ethical Work Practice and other legislative requirements. • Attend relevant meetings including: Communities North, Social Futures Staff, Family and Community services division, Case review, local inter-agencies and other meetings as required. • Work as part of a team within the organisation. • Mentor, support and/or supervise trainees, student placement or new staff members as required. • Assist Social Futures to develop projects which are consistent with strategic aims and objectives. • Project a positive image to the community on behalf of individual clients and the organisation. • Participate in training and staff development opportunities as approved by the Adult/Complex Needs Manager. • Any other duties as required to support the projects and/or the objectives of Social Futures.

Competencies, Skills and Attributes

Technical	
1.	Tertiary qualification and / or extensive experience relevant to position
2.	Current Drivers Licence
3.	Working With Children Check
4.	National Criminal History Check
Client Responsibilities	
1.	Demonstrates ability to incorporate theoretical concepts and evidence into client work.
2.	Possesses skills and knowledge of a client-centred, strengths-based case management framework. Uses the relevant approaches in all interactions with clients and their families.
3.	Demonstrates knowledge and skill in the assessment people at risk or experiencing homelessness. This includes integrating the client's background situation and family dynamics and relating them to ongoing intervention and referral responsibilities.
4.	Demonstrates skill in the formulation of holistic client-driven case plans. This includes relevant goals, measureable strength-based objectives, appropriate interventions and clear summaries of progress or lack of progresses. Where appropriate developing plans for referral to specialist services.

5.	Demonstrates skill in developing productive therapeutic alliance with clients and their supports displaying empathy, respect, support and problems solving.
6.	Demonstrates ability to provide case management in coordination with other service providers to assist those with complex needs.
7.	Demonstrates ability to apply continuous risk identification, assessment and management to ensure safety of self, client and organisation.
Experience and Knowledge	
1.	Demonstrates understanding of homelessness and the issues which may impact upon clients such trauma, sexual identity, domestic, violence, mental illness, A&OD use.
2.	Demonstrates a thorough knowledge and understanding of the homelessness sector and other key referral agencies and ability to coordinate service delivery through appropriate referrals.
3.	Demonstrates awareness and sensitivity to diversity issues and recognises triggers, biases, beliefs and does not allow them to interfere with service delivery or job performance.
4.	Demonstrates a knowledge of the impact of complex trauma on development and its impact on service delivery and interpersonal relationships.
5.	Demonstrates a clear understanding of current best practice in working with people who are homeless or at risk of homelessness.
6.	Demonstrates knowledge of applicable regulatory requirements governing mandated child abuse/neglect reporting requirements. Reports any suspected abuse or neglect as required by law.
Attributes and Values	
1.	Maintains appropriate boundaries in all interactions with clients, families and staff according to NRSDC policies and procedures. Primarily assessed through supervision and observation.
2.	Demonstrates openness to supervision and training and a flexibility to incorporate other points of view to improve performance. Engage in reflective practice.
3.	Demonstrates respect for service users, families, guests and colleagues in accordance with organisational policy.
4.	Demonstrates knowledge of and practices organisational health and safety policies and procedures, including but not limited to fire safety and emergency response plans and incident reporting.
5.	Interacts and communicates with fellow employees in a manner that promotes a harmonious and cooperative working environment.
6.	Is respectful of and appropriately maintains, organisational facilities and equipment and supplies, including information technology hardware and software. Reports potential maintenance problems or damage to facilities to ensure prompt corrective action to minimise risk.
Compliance	
1.	Understands and complies with company policies and procedures.
2.	Willingness and desire to comply with health and safety policy and procedure to ensure safety of self and others.
3.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions.
4.	Maintains appropriate boundaries in all interactions with children, young people, carers, families and staff according to Social Futures Code of Conduct, policies and procedures.

5.	Demonstrates knowledge of applicable regulatory requirements governing mandated child abuse/neglect reporting requirements.
Organisational and Professional	
1.	Communicates information, including identifying and communicating problems or issues with appropriate team and management staff in a timely manner, and positively engages with effective problem solving.
2.	Administer and adheres to all organisational policies, procedures and regulations regarding client.
3.	Presents clear, informative, accurate, and prompt observations (written and verbal) in relation to case plan goals.
4.	Completes all written reports in a timely and concise manner that clearly conveys the information to be communicated.
5.	Demonstrates knowledge and skills in presenting timely written documentation such as assessment, case plans, incident debriefings, progress reports, progress notes, and case notes.
6.	Possess a competency and proficiency with computers to meet internal and external deadlines.
7.	Maintains confidentiality in accordance with professional standards and organisational policies and complies with state privacy guidelines.