

Position Description



Job title	Responsive Outreach Worker
Department	Outreach Services
Reports to	Service Lead/Operations Lead - Transitioning from Homelessness
Date prepared/reviewed	June 2020
Location	Various Uniting Sites
Position Details	Max Term Full Time/Part Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose.

The purpose of this role is to engage with street-present people in the Perth area and connects them to accommodation, health, mental health and other mainstream services.

The overall objective of the role is to ensure people who are sleeping rough, and people at risk of returning to primary homelessness, achieve long term, secure, stable accommodation.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

- **Imaginative** – We challenge convention, explore new possibilities and dare to dream for a better future
- **Respectful** – We act with honesty and integrity, and open our hearts to all people without exception
- **Compassionate** – We are nurturing, generous and thoughtful in our words and deeds
- **Bold** – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Provide flexible and responsive outreach services to people experiencing homelessness as required within contracted catchment zones
- Develop a collaborative approach with staff at the Tranby and RUAH Centres and Moore St Accreditation Site to engage and support clients

- Develop and manage internal and external organisational relationships and referral pathways in a collaborative and professional manner
- Perform assessments required to define clients' needs with consideration to a diverse range of factors that may be affecting them
- Provide advocacy, support and referrals to clients required to enhance access to essential services and appropriate accommodation
- Assist clients to develop increased knowledge and life skills in order to support their reintegration to the community and reduce the likelihood of future crisis
- Maintain accurate service delivery and client records, record and maintain statistical data & contribute information for reports as required.
- Develop and maintain a resource file of up to date program information, housing resources, service directories and relevant contacts appropriate to the target group
- Actively participate in the development and review of operational protocols and procedures relating to service provision
- Actively participate in supervision processes, outreach team meetings and service area meetings
- Actively participate in the internal and external marketing and promotion of the outreach service
- Respond to enquiries and feedback about the service as requested
- Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures.
- Identify and deal (manage and monitor) with risks associated with Uniting.
- Compliance with the values and associated behaviours of Uniting.
- Compliance with the policies and procedures of Uniting including statutory policies.
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Demonstrated ability to manage the delivery of holistic support to individuals experiencing crisis due to homelessness, risk of homelessness which may include substance abuse, disability and mental health issues
- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with service staff, service users, community agencies and other professionals
- Well-developed organisational skills and an ability to perform multiple tasks in an environment that may have conflicting and changing priorities
- Demonstrated negotiation and conflict resolution skills
- Demonstrated ability to initiate and maintain effective, professional relationships with stakeholders
- Demonstrated ability to work in a team
- Demonstrated computer literacy including proficiency in Word, Outlook, Excel programs
- Demonstrated ability to exercise sound judgment when directions are not clearly defined
- Ability to set priorities and monitor workload
- An ability to act in a high capacity.

Qualifications

Education, experience and technical skills required for this position.

- Recognised qualifications in a relevant area such as community services/social work/social science &/or experience working in the homelessness sector
- Current C class drivers licence
- Current National Police Clearance Check
- Working with Children Check
- Current or willingness to obtain Senior First Aid Certificate
- Computer literate in MS Word, Excel and Outlook
- Knowledge of contemporary theories and practices underpinning the provision of community services, particularly homelessness
- Experience in the provision of services to people with complex issues including homelessness, disability, mental health, and dual diagnosis.
- Experience working with people of Aboriginal and culturally and linguistically diverse backgrounds.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature, scope or purpose of the position.

This position is required to engage with the following external parties:

- Specific client group
- Housing providers
- Other outreach service providers
- DCPFS
- Other government and non-government agencies
- Community Mental Health Services (MCOT).