

Hutt St Centre

POSITION DESCRIPTION

TITLE:	Outreach Worker
BUSINESS UNIT/DEPARTMENT:	Aged City Living
EFFECTIVE DATE:	December 2024
REMUNERATION:	Crisis Accommodation Employee Level 1
REPORTING RELATIONSHIP:	Team Leader Aged City Living

OVERVIEW

Our Purpose

Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.

Your Purpose

The Outreach Worker undertakes general duties under the direction of the Aged City Living Team Leader to provide effective and timely support to the ACL team to deliver services to clients who are experiencing, or at risk of homelessness.

AUTHORITY TO ACT

Staff will support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
 - Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
 - Defined limits of delegated authority.
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KEY DUTIES

- Transport and assist clients to various appointments to support positive health, welfare and housing outcomes.
- Assist Case Managers with home visits and welfare checks.
- Provide assistance with shopping, food and good's delivery.
- Provide advice and education on day to day living such as budgeting, personal welfare and hygiene.
- Assist and educate clients to address issues with hoarding disorder including advice and strategies to reduce health and welfare risks caused by hoarding.
- Attend and provide assistance at Lifestyle group sessions when required.
- Maintain appropriate confidentiality and information sharing consistent with Information Sharing Guidelines and HSC Policy.
- Engage one-on-one with clients in a non-judgmental and respectful manner that aligns with HSC's values, vision and mission statement.

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- Accurately write summaries/ of sessions, ensuring confidential preparation and storage of documentation.
- Produce clear, concise and timely event notes in the appropriate client database.
- Adhere to all client related policies and procedures and aim to consistently deliver a high standard of service to our client group.
- Any other reasonable duties as required.

PERSONAL DEVELOPMENT

- Actively attend and participate in supervision and professional development opportunities to ensure high quality and safe, client-centric services.
- Participate and actively contribute to HSC development activities including completion of HSC induction modules.
- Actively contribute and participate in the yearly performance appraisal process.
- Attend essential training including Child Safe Environments, Cultural Awareness and De-escalation Training.

WORK, HEALTH AND SAFETY

- Comply with all policies, procedures and instructions in relation to work, health and safety (WHS).
- Keep your work area free of hazards and follow all reasonable directions by your Manager.
- Record all hazards or incidents within the WHS Portal and report them to your supervisor as soon as reasonably possible.
- Act as a role model to other staff and volunteers by demonstrating safe work conduct, ensuring reasonable care that your actions or lack of action does not adversely affect others.

EDUCATION/QUALIFICATIONS

- Cert IV or higher in Community Services or Aged Care or relevant experience.

OTHER REQUIREMENTS

- Maintain a satisfactory National Police Clearance (NPC).
- Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
- Valid Driver's License.
- Child Safe Environments (Through Their Eyes) training or a willingness to complete.

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KNOWLEDGE & SKILLS

Essential knowledge, skills and experience

- Experience working with vulnerable clients who have varying complex needs.
- Ability to contribute to a team environment and display flexibility in response to changing priorities.
- Ability to work under pressure and respond to competing needs and demands of the role.
- High level written and verbal communication skills.
- Proficient in computer literacy, including Microsoft office, database systems and the ability to undertake administration functions using computer software.
- Working knowledge of confidentiality and information sharing guidelines.
- Proven ability to assess needs and risks of clients.
- Ability to prioritise tasks and have effective time management skills.

Desirable knowledge, skills and experience

- Experience working with older people including an understanding of contemporary approaches to ageing.
- Understanding and or experience with Aged Care Quality Standards.
- Understanding and or experience in working with CALD communities.
- Previous experience in working with people whose lives are impacted as a result of Homelessness or similar experience with a sound knowledge of homelessness; mental health issues; alcohol and other drug use will be highly regarded.

Other Requirements

- Some out of hours work may be required.