

Duty Statement:**Overview of Role**

Role Title: OUTREACH SUPPORT WORKER,
'Housing and Family Support Services
Level 3/4 (Social and Community Services Award)

Role Description:

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

The Outreach Support Worker aims 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 aims to provide support, advocacy and information to clients and to work collaboratively with other agencies, using a case management approach and will be delivered in conjunction and cooperation with other key stakeholders, primarily in the Southern region.

Responsibilities of all staff

- To be an active member of the staff team which upholds the ethos and core values of Southern Junction Community Services as outlined in the vision, and values statements.
- To facilitate the effective functioning of relevant programmes by working within the established policies, principles practices and procedures of SJCS.
- To assist in the establishment and maintenance of safe working conditions by adhering to Occupation Health and Safety guidelines.

Role in Organisational Framework – Team Member

- Advise the Team Leader/Portfolio or Community Services Manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).
- Actively participate in regular team meetings
- Participate in effective and appropriate communication between other team members and line managers
- Contribute to the delivery of high quality services
- Carry out responsibilities and conduct assigned services in keeping with established policies, principles, practices and service/task specific procedures as appropriate.
- Work within established or negotiated financial and time constraints
- Participate in service/task -related activities and networks following negotiation with relevant line manager.
- Maintain records of activities as required for accountability purposes.

Specific Responsibilities include:**Service Provision: (not in order of significance)**

- 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 their 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.
- Maintain timely and accurate documentation of casework practices and case planning processes
- 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.

Organisational Relationships:

- The Outreach Support Worker is employed by the Board of Southern Junction Community Services.
- The Outreach Support Worker is responsible to the Community Services Manager and reports to the Team Leader /Portfolio Manager (as appropriate).
- The Outreach Support Worker has working relationships with other government and non-government agencies, particularly DFC – Housing SA, members of the community, SJCS clients and other SJCS staff.

Extent of Authority:

- Authority to make decisions in relation to expenditure in consultation with Team Leader and/or Portfolio Manager, following organisational procedures
- Authority to sign cash receipts, petty cash and delivery dockets.
- Other, as approved by the Team Leader or Portfolio Manager and within SJCS policy and practice guidelines.

Person Specifications:

Required Qualifications, Skills, Knowledge, Experience and other attributes

Skills Required

- demonstrated effective assessment and referral skills
- demonstrated ability to develop case plans within an established case management model
- ability to effectively engage and establish rapport with the client group, members of the community and other relevant parties, verbally and in writing
- ability to work independently
- demonstrated ability to work collaboratively and to develop work strategies that will encourage co-operation and support
- application of counselling techniques when appropriate
- conflict resolution and negotiation skills
- ability to work under pressure and meet deadlines
- record keeping skills
- ability to work with common computer software packages, including MS word and 'SMART'

Knowledge Required

- crisis intervention and crisis management strategies and techniques
- a knowledge of the social issues relevant to homelessness - including the determinants and effects of homelessness
- understanding of Housing SA procedures and processes as they relate to eviction
- understanding of complex needs of children, adolescents and families at risk of homelessness
- understanding of criminal justice system and court procedures and processes
- knowledge of the Juvenile Justice system and Young Offenders Act
- knowledge and understanding of case management principles and practice
- knowledge and understanding of child, adolescent and family development
- understanding of counselling theories and practice frameworks
- Understanding of behavioural management strategies
- understanding of domestic violence and abuse issues and their impact upon children, young people and families
- understanding of drug abuse and dependency issues and their effects
- understanding of mental health issues and their effects
- a knowledge of community networks and their links
- a knowledge of community development principles
- an understanding of Social Justice principles - including issues regarding equity of access, discrimination and equal opportunity, individual rights and privacy
- knowledge of, and respect, for cultural and lifestyle differences
- an understanding of relevant statutory requirements and relevant legislation (EO, OH&S, Workers Compensation, Child Protection and mandatory reporting)
- knowledge of health needs of children and young people and available community resources
- knowledge and understanding of financial management

Desirable but not essential Attributes:

- Understanding of Housing SA and Community Housing processes
- Understanding of alternative accommodation options and procedures
- Understanding of counselling theories and practice frameworks
- Understanding of community resources in the Southern region of Adelaide

Educational Requirements:

- Tertiary qualifications in human services, minimum Certificate IV in Youth Work, Community Services or equivalent
- Appropriate training and experience in a relevant field
- First Aid certificate (or willingness to obtain)
- Current SA Drivers Licence (Car)