

Position Description

Position Title	Outreach Support Worker – Intake
Location	Junction Centre, Christies Beach
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employees Level 4
Status under Children’s Protection Act 1993	Prescribed
Reporting Relationship	<ul style="list-style-type: none"> ▪ Reports to the Team Leader Outreach ▪ Works closely with: <ul style="list-style-type: none"> – House Supervisor, Junction House

POSITION SUMMARY

The Outreach Support Worker – Intake is the first point of contact for clients and 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 – Intake is required to make referrals where necessary and as appropriate, recognising client’s rights and responsibilities and assisting/supporting them to gain and maintain their tenancy, wherever possible, in order to prevent them from entering or re-entering the cycle of homelessness. This includes providing support, advocacy and information to clients and will work collaboratively with other agencies using a case management approach.

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

KEY RESPONSIBILITIES

- Conduct all initial assessments and record on h2h database
- Maintain and coordinate wait list
- Make referrals as appropriate and in a timely manner
- Complete housing recommendations for all vacant properties
- 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 on-going 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
- Develop case plans for children who present with parents and are at risk
- Maintain timely and accurate documentation of case work practices and case planning processes

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- Maintain accurate case notes on h2h database
- Contribute to the planning, development and evaluation of the service
- Advise the Portfolio Manager of any issues, concerns and complaints that may affect the operations of JA
- 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
- Follow defined Work 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

Outcomes

- *Initial assessments are conducted within appropriate timeframes and wait list efficiently maintained*
- *Evidence of clients finding suitable housing as a result of information and assistance with housing applications from JA*
- *Maintains accurate and timely case notes and records of interactions and plans are maintained*
- *Appropriate, timely client referrals to externals*
- *Work with clients is culturally appropriate, recovery based and empowering*
- *Evidence that direct assistance provided to individual clients enhances their physical, social, emotional and intellectual development*
- *Evidence of improved access to relevant services for clients through strengthened interagency links and referral pathways*
- *Behaviour to others consistently demonstrates good faith, respect for individual rights and professionalism*
- *Champions work health and safety by following defined health and safety practices, identifying and reporting issues, and taking remedial action appropriate to the role*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained within 3 months of commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- Holds a current unencumbered Australian Driver's Licence or equivalent and willingness to drive.
- Willing to work occasional flexible hours to meet operational requirements.

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SELECTION CRITERIA

- Certificate IV Community Services or equivalent or substantial experience in the field – **essential**
- Sound understand of community development principles and practices - **essential**
- Sound written and verbal communication and interpersonal skills to effectively engage and establish rapport with participants, staff and external agencies
- Ability to prioritise workload, meet deadlines and work independently
- Ability to work in a team environment and to work collaboratively with internal and external stakeholders
- Understanding of social justice principles – including equity of access, discrimination and equal opportunity, individuals' rights and privacy
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs - **desirable**
- Experience working with, or demonstrated understanding of the needs of families at risk - **desirable**

CORE VALUES

Junction Australia 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*

Approved by **General Manager Community Services**

Date: 24/8/16