

Position Description

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| Title | Assertive Outreach Worker – Street 2 Home |
| Business unit | Housing & Crisis Support – Resilient Communities |
| Location | 105 Dana Street, Ballarat |
| Employment type | Part-time (60.8 hrs. per fortnight) Maximum term until 30 June 2023 |
| Reports to | Team Leader Street 2 Home |

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

To provide Assertive Outreach model of support in the Ballarat area to people experiencing homelessness who are sleeping rough, with the aim of providing/securing long-term safe housing. The Assertive Outreach worker will establish connections with people who are sleeping rough, build trust and provide person-centred services on terms that the individual is comfortable with. It is believed that this approach will work to promote social inclusion of people who have multiple issues impacting their housing status. This program recognises that many clients will not have standalone homelessness issues, but contributing factors that will require tailored, extensive support to enable them to move forward. This position may require some work outside of normal business hours.

2. Scope

Budget: Nil

People: Nil

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3. Relationships

Internal

- Homelessness and IAP Team Leader, Uniting Ballarat
- Senior Manager - Housing and Crisis Support, Uniting Ballarat
- Homelessness Support Workers

External

- Department of Health and Human Services
 - Local Community Services operating an Assertive Outreach model
 - Local Community Services delivering programs suitable for client referral and support
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4. Key responsibility areas

Service delivery

- Actively engage with people who are identified as rough sleeping in Ballarat
- Apply assertive and persistent outreach practice in order to provide purposeful assistance to clients with complex needs and challenging behaviours.
- Based upon a strong working knowledge of the contributing factors to long-term homelessness, undertake holistic assessment and deliver appropriate and responsive case management support to clients
- Provide intensive client support for the purpose of working towards client-centred goals, resulting in secure long-term and sustainable housing

Quality and risk

- Ensure both personal and program compliance with Uniting's policies and procedures
- Contribute to program and system review and development, with a view to enhancing longer-term provision of effective service to clients
- Ensure program / activity risk assessments are undertaken and all necessary safety protocols are implemented, particularly given the outreach nature of this role
- Understand, observe, and adhere to all safe working procedures and maintain safe work practices

People and teams

- Establish trust and rapport with people who are identified as rough sleeping in Ballarat, to provide further response to identified needs
- Provide suitable referral pathways for clients as needed, based on partnership and positive relationships established with relevant local services
- Advocate and liaise with external agencies to assist in providing wrap-around services to ensure successful outcomes, including taking the lead in case coordination when required
- Maintain an excellent working knowledge of accommodation, housing, and support options for homeless people in Ballarat, ensuring both existing and new options are actively communicated to relevant stakeholders

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace

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- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people

5. Performance indicators

| Key Activities | Performance Indicators |
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| In collaboration with key stakeholders, identify and engage with people who are rough sleeping in Ballarat. | Initiates a resource database identifying rough sleeping areas. Initial contacts developed into case managed clients. |
| Be both proactive and responsive to secondary identifying contacts for people who are rough sleeping i.e. police, council workers, security guards, emergency departments etc. | Responds to contacts from secondary parties as soon as practicable after referral received. |
| Assist people who are rough sleeping to access long-term accommodation. | Meet targets as set by DHHS and Manager |
| Maintain heightened awareness of and sensitivity to the safety of self, co-workers, rough sleepers and potential third parties, notably taking all reasonable care that actions or omissions do not impact on health and safety. | Protocols and Safe Working Procedures developed, implemented and actively underpin daily practice. |
| Offer appropriate support to clients within a case management framework, including assessment and referral, relationship building, establishment of community support and the development of case plans. | Case plans updated in collaboration with client on a regular or as needed basis. |
| Assist access for clients to relevant services and advocate as appropriate with housing, legal issues, income security, health issues, drug and alcohol problems, specialised counselling and psychiatric issues. | Client case plans identify and actively address barriers and build trust in clients who experience anxiety regarding engaging with the service system. |
| Work collaboratively and professionally with other support agencies and when required taking the lead for the case plan coordination. | New inter-agency protocols and agreements developed. |

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| Participate and represent Uniting Ballarat and the Assertive Outreach trial in relevant external meetings and forums. | Meetings attended. |
| Utilise brokerage funds to realise case management goals. | Brokerage funds optimised and expended appropriately. |
| Maintain computer-based case management recording systems including case planning documentation, case files, case notes, reports and data collection in accordance with Uniting policies and relevant funding body requirements. | All administrative requirements are completed appropriately and in a timely manner. Update case notes on a regular/daily basis and completed tasks are recorded as specified in the client plan. |
| Contribute to continuous quality improvement processes to ensure a high standard of practice and service delivery. | Participation in and contribution to the evaluation of the role. |
| Identify gaps in current service system that are impeding success in assertive outreach work. | Report back to team leader to discuss and resolve issues. |

6. Person specification

Qualifications

- Minimum Diploma of Welfare or other relevant tertiary qualifications, experience & or knowledge of the welfare sector
- Current Driver's Licence

Experience

- Extensive knowledge of the homelessness sector, including services, supports and allied services that are available to people experiencing homelessness
- Extensive knowledge and experience in engaging and working with people who are marginalized and disadvantaged, who may be disengaged from the community, with sensitivity to their unique situation
- Experience in working in the mental health &/or AOD field would be beneficial

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values, in addition to an understanding of, and respect for, marginalised sectors within the community
- **Relationship with stakeholders:** demonstrated ability to liaise, consult and negotiate with other agencies including support agencies, government departments and community service organisations
- **Advocacy:** demonstrated ability to strongly advocate for improved outcomes for clients
- **Program implementation:** demonstrated experience in planning and implementation of key program activities, including organisational and evaluation skills
- **Communication:** highly developed interpersonal, written and communication skills and demonstrated abilities with computer programs and software

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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: