

JOB & PERSON SPECIFICATION

Position title	Outreach Worker	Award	SCHADS
Division	Specialised Client Services	Classification	Level 4
Section		Probation period	As per contract
Location	Adelaide metropolitan	Hours per. week	As per contract
Delegated \$ authority	N/A		

Job & Person Specification approved by the CEO:

Name	Signature	Date
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Job Specification

Purpose of the Position

The Outreach Worker provides practical, person-centred support to clients in collaboration with the case manager. The role supports clients to identify and address immediate needs, access services, attend appointments, build confidence, and work towards increased independence and improved quality of life.

Reporting/Working Relationships

This position reports to the Team Leader of Specialised Client Services (SCS) and works collaboratively with assigned case managers and the broader case management team.

The Outreach Worker engages respectfully with clients, families, carers, service providers, community organisations, and other relevant stakeholders.

Special Conditions and Requirements

- A current driver's licence.
- Appropriate National Police Clearances must be maintained as directed.
- Confidentiality regarding client and organisational information disclosure is required.
- May be required to provide services intra state on occasion.
- Some manual handling is required of this position.

- OARS Community Transitions follows the SA Government Information Sharing Guideline (ISG) to: Promote the Safety and Wellbeing of Children, Young People and their Families and the Site Support Officer is required to comply with and act in accordance with ISG Policy and Guidelines.

Key Outcomes and Associated Activities

Key Activities

Service Delivery

- Work collaboratively with the case management team to ensure coordinated, consistent and responsive support for clients
- Respect client privacy, confidentiality, culture, identity, rights and individual choices at all times
- Build positive, respectful and professional relationships with clients using a person-centred and strengths-based approach
- Review and follow client support plans in partnership with case managers and clients
- Provide practical outreach support, including assistance with housing, transport, appointments, budgeting, daily living skills and service navigation
- Offer emotional support and encouragement to clients, building confidence, independence and self-advocacy skills
- Advocate with and on behalf of clients where appropriate, supporting client choice, dignity and empowerment
- Maintain accurate, timely and professional case notes, records and reports in accordance with organisational requirements
- Identify, document, and respond to risks relating to client safety, wellbeing, family violence, homelessness, mental health, or child protection concerns in line with organisational policies and procedures
- Provide clients with accurate and current information, empowering them to make informed decisions/choices
- Promote the service within the community
- Ensure day to day administration requirements of the program are met, including data entry
- Participate in team meetings
- Maintain procedures that adhere to the requirements of Work Health, Safety and Welfare
- Other duties as directed

Work Health and Safety

- Maintain a safe working environment in accordance with the organisation's Work Health and Safety Policies and Procedures
- Undertake, maintain and review appropriate risk assessments for participants and activities
- Identify and report hazards in the workplace

Person Specification

Essential Minimum Requirements

Personal Abilities/Aptitude/Skills

- Ability to empathise with disadvantaged people, including those interfacing with the criminal justice system and/or people who are experiencing homelessness
- Ability to assess the needs of clients within a holistic framework
- Effective communication and crisis intervention skills
- Interviewing and basic counselling
- Ability to develop and maintain professional networks
- Ability to implement service strategies and evaluate results
- Ability to work within a correctional facility
- Ability to prepare reports and maintain accurate records including entering information into relevant databases in an accurate and timely manner
- Proficient skills in Microsoft office

Experience

- Case management and associated record keeping
- Interviewing and counselling
- Working cooperatively with a range of service providers
- Advocacy and networking
- Working with minimal supervision

Knowledge

- Support services available for people experiencing homelessness
- Criminal justice system
- Workplace Health and Safety Principles

Desirable Characteristics

Educational/Vocational Qualifications

- Tertiary qualification (or working towards) in a human services discipline and/or equivalent knowledge
- First Aid Certificate

Personal Abilities/Aptitudes/Skills

- Ability to assist with the development of funding proposals and submission

- Conflict management and resolution skills

Experience

- Working with people from a range of cultures and social backgrounds
- Managing digital client files and data management/information systems
- Assessing needs and risks of disadvantaged people, especially ex-offenders

Knowledge

- Basic understanding of Restorative Justice Principles
- Time management and prioritisation skills
- Integration and social inclusion principles

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name

Signature

Date