## Position Description

**Role title:** Homeless Assertive Outreach Response Worker

<table>
<thead>
<tr>
<th>Program:</th>
<th>Support Services</th>
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<tbody>
<tr>
<td>Employment Agreement:</td>
<td>Social, Community, Homecare &amp; Disability Services Industry Award 2010</td>
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</tbody>
</table>
| Classification level/salary range: | As per current Employment Agreement OR As per the transitional provisions in the *Social, Community Homecare & Disability Services Industry Award 2010*

*Plus superannuation*

*Plus excellent tax free salary packaging options available*

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<tr>
<th>Hours of Work:</th>
<th>Shiftwork based on a fortnightly roster (equivalent to 38 hours per week)</th>
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<tr>
<td>Tenure:</td>
<td>Fixed Term ends 04/02/2021</td>
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<tr>
<td>Location:</td>
<td>Bendigo</td>
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<tr>
<td>Reports To:</td>
<td>Program Coordinator - Community Outreach Loddon</td>
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### Organisational Environment Statement

Haven; Home, Safe is the leading provider of integrated homelessness and housing services and Victoria’s first registered affordable housing association. Haven; Home, Safe is a dynamic and rapidly growing organisation and the only fully integrated agency in Australia to provide both homelessness services and affordable housing. We are a Charity with DGR status, committed to the communities in which we operate.

We have a reputation for excellence and provide a range of innovative support programs and property and tenancy management solutions to some of the more vulnerable people across much of the state. Our current portfolio of 2000 properties houses over 5000 people.
Position Context & Objectives

Haven; Home, Safe is entering an exciting and expansive chapter of opportunities due to the Victorian Government’s release of the first Victorian housing strategy, *Homes for Victorians*, and their announcement of a record investment of $2.7Billion into homelessness services and social housing. Further capital investments are expected in the family violence prevention field and related areas. The Board has developed a 5-year strategic plan in alignment with the initiatives proposed by the housing strategy.

Focussing on a person-centred approach, this plan outlines the strategic approach we will undertake to meet our 4 key organisational goals which are:

- More homes
- More support
- More partnerships
- More capacity.

The objectives if the position are:

- To provide an innovative, much needed approach to addressing the occurrence of homelessness and rough sleeping utilising the expertise of a broad multi-cross sector approach in conjunction with the current Specialist Housing and Support System.
- Proactively engage and collaborate with people sleeping rough, whenever possible, with the view to identifying personal aspirations and working towards the clients expressed goals
- Provide an intensive and coordinated team approach, to support people who experience complex needs
- To minimize the harmful effects of rough sleeping
- To undertake effective case coordination in collaboration with external stakeholders

Responsibilities and Duties

To assist the rough sleeper population within a Street Based Assertive Outreach program to improve their housing and/or mental health and wellbeing by:

- Actively visit and engage clients in their places of living or agreed meeting places and ensure basic needs are met for clients, warmth, shelter, food and medical assistance.
- Implement and review goal directed case plans collaboratively with clients, with the aim of establishing a shared individualized “one-plan” across the sector.
- Actively engaging the system of support to stabilise all aspects of their health, mental health and physical needs along with addressing housing needs.
- Where possible to support client’s decision to take up safer housing options, advocating and ensuring they have the right supports to maintain their home and living situation. I.e. living skills, budgeting and home management, connection to community services and facilities to improve their wellbeing.
- Undertake proactive Street Based Assertive Outreach activities in collaboration with key stakeholders in LGA catchment areas within the Loddon Mallee region.
- Identify and map individuals and families sleeping rough by undertaking registry week activities and actively seeking out in known places in the area, through the undertaking of a soft audit with sectors partners.
• Undertake risk and vulnerability assessments to identify safety needs and concerns – including Family Violence, Homeless Vulnerability, Maternal and Children Safety needs (supporting where possible for families to stay intact), Mental Health, drug and alcohol and Disability as required; working from the Opening Doors framework. This position will actively refer and involve partner services for care coordination.
• Advise Team Leader of any system issues and barriers preventing clients accessing services
• Disbursement of financial assistance Flexible Brokerage to overcome short-term crises
• Transitioning clients with exit planning once the client’s situation has improved and/or the client is being successfully supported by longer-term support service.

Service System Development
• Establish and maintain positive working relationships with management in low-cost accommodation facilities across LGA areas, e.g. rooming houses, supported residential services, public housing and caravan parks to facilitate accommodation outcomes for clients
• Establish and maintain positive working relationships with other generic and specialist community providers across LGA areas, e.g. Area Mental Health and GPs, Office of Housing, Special Homelessness Services, Allied Health, Advocacy services to promote and enhance service access pathways
• Establish and maintain positive working relationships with other relevant stakeholders across LGA areas, e.g. police, park rangers, church groups
• Contribute to the development of relevant inter-agency protocols around service delivery to the client group.
• Maintain up to date knowledge of accommodation and other service options for the client group.
• Regularly participate in service provider network meetings and committees that current and future service planning and delivery meets the needs of the client group.
• Maintain accurate case files and collect data according to funding requirements
• Maintain the hotspot register and facilitate the coordination of partnering services to complete the Vulnerability Index – Service Prioritisation Decision assistance (VI-SPDAT)

Professional
• The Homeless Assertive Outreach Outreach Response Worker reports to the Assertive Outreach Coordinator for all program/operational - related matters.
• To uphold the agency’s mission and role in creating positive outcomes for the unique and valued client group together with other team members, HHS staff, external providers and to members of the community.
• Apply a recovery focused, trauma informed approach supporting people with mental health issues.
• To meet reportable deadlines with high quality work outcomes.
• To contribute to the development, implementation and review of the Homeless Assertive Outreach Program planning and operational processes.
• To be aware of personal safety requirements of Homeless Assertive Outreach work that includes at times working in pairs, carrying a mobile phone and distress alarm, and logging in expected outreach activities and expected return to office.
• To manage all tasks associated with this position in the context of participation in regular supervision, debriefing, training and team building activities.
• To assist in developing, implementing and monitoring activities which contribute to effective teamwork.
• To assist in developing and implementing policies and practices that enable effective and efficient delivery of services.
• Other duties, functions and responsibilities as directed by HAVEN; HOME, SAFE.

### Delegations, authority levels and decision making

- This position reports to the Program Coordinator - Community Outreach Loddon

### Key Selection Criteria

#### Qualifications and Experience

- A formal qualification in related disciplines such as Social Work, Welfare, Social Sciences or other relevant qualifications together with experience supporting people with serious and persistent mental health issues are highly desirable, but a person having significant success and experience in a similar position is encouraged to apply.
- Demonstrated understanding and experience in providing support and crisis intervention to individuals with complex needs in a Case Management model, Trauma Informed framework.

#### Knowledge & Skills

- Knowledge of housing programs including the Housing First concept approach and knowledgeable of the current research and evidence-based practice environment when working with homeless and rough sleepers.
- Skills in assessment, monitoring and reviewing, in the context of working with the client group, including case plans
- Demonstrated sensitivity and ability to work with clients in an ethical manner which respects their right to live as they see fit and which affords the client a culturally, age, ability and gender appropriate approach to their needs.
- Demonstrated excellent organizational skills to meet deadlines and to deliver high quality outputs, including the demonstrated ability to re-order work and priorities in response to demand and crises.
- Demonstrated excellence in communication and interpersonal skills.
- Demonstrated ability to assess and manage risk whilst performing street based assertive outreach
- Ability to carry out Assertive Outreach activities – travelling and accessing city, rural and remote areas.

#### Personal Qualities

- Displays positive personal qualities that demonstrate HHS values, HHS Code of Conduct
- Exemplifies personal drive and integrity, demonstrates professionalism
• Displays resilience and demonstrates commitment to personal development with strong emotional intelligence

Inherent Requirements of the Position

• Successful appointment of this position will be subject to:
  o Taking part in recruitment testing as part of the selection process
  o Pre-employment medical disclosure form prior to commencement
  o Undergo a Police Check and Working with Children Check prior to commencement
  o All Haven; Home, Safe staff must hold a current Victorian Drivers Licence at all times.
• All Haven; Home, Safe staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
• A sound working knowledge of computers and Microsoft office programs.
• A commitment to and respect of Haven; Home, Safe's Values and Expected behaviours.
• Participate in the development of a safe and healthy workplace.
• Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
• Co-operate with management in its fulfilment of its legislative obligations.
• Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
• To report any injury, hazard or illness immediately, to their supervisor.
• Not place others at risk by any act or omission.
• Not wilfully or recklessly interfere with safety equipment.
• All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
• All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)

Approval of Position Description

Chief Manager

Name: Trudi Ray Date: 7/01/2019

Acceptance of Position Description

To be signed upon appointment

Employee

Name: Signature: Date:
**Application Information**

**To be considered for shortlisting and an interview applications must include the following:**

- **Cover Letter**
- A statement which describes your suitability against each of the **key selection criteria** detailed in the Position Description;
- A **resume** containing your contact details, summary of work experience, details of qualifications and education
- **Referees** – if required for an interview you will be required to provide details of at least three referees – ideally one should be from your supervisor and from your most recent employer and others a knowledge of your work performance

**Applications can be submitted via our job vacancy page on our website** [www.havenhomesafe.org.au](http://www.havenhomesafe.org.au)

For any queries relating to this Position please call 03) 5444 9047 / 03) 5444 9037

**Applications must be received before COB,**

**The successful applicant will also be required to:**

- Be available as part of the interview process undertake the accredited **APP – skills and abilities test** and CPI 260 test
- **Pre-employment Medical Disclosure** – Haven; Home, Safe is committed to providing a safe work environment for all employees. As part of this you will be required to provide information regarding any pre-existing injury or disease which could affect your ability to perform the proposed employment. You will be asked to complete and sign a disclosure form prior to commencement.
- Undergo a **Police Check** prior to commencement. Your suitability of Employment will be determined by any outcome that may be listed on this check. Please contact HR to complete form prior to commencement.
- If your role involves child related work then you will be required to obtain a **Working with Children Check**. This will need to be produced prior to commencement.
- If you do not already have a WWC Check Haven; Home, Safe will assist with the cost please contact HR as soon as advised of success in your application to ensure an application for WWC Check is completed prior to commencement.