ABORIGINAL HEALTH ASSERTIVE OUTREACH WORKER

JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position</th>
<th>Aboriginal Health Assertive Outreach Worker</th>
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<tr>
<td>Program</td>
<td>Housing Support Services</td>
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<tr>
<td>Team</td>
<td>Crossroads Assertive Outreach Program</td>
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<tr>
<td>Reports to:</td>
<td>Team leader: Senior Outreach Worker (Crossroads)</td>
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<td></td>
<td>Manager: Director, Housing and Support Services</td>
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<td>Legal Employer</td>
<td>St Patrick’s Community Support Centre</td>
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<tr>
<td>Location</td>
<td>Outreach work may take place across the metropolitan area.</td>
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<td>Positions reporting to this role:</td>
<td>None</td>
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<td>Award</td>
<td>Social, Community, Home Care and Disability Services Industry Award 2010</td>
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<tr>
<td>Classification</td>
<td>Level 5</td>
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<tr>
<td>JD developed</td>
<td>2017</td>
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<td>Reviewed</td>
<td>July 2018</td>
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ORGANISATIONAL MISSION AND VALUES

For more than 40 years, St Patrick’s has worked to provide immediate and holistic care for the homeless, those at risk of being homeless and the disadvantaged in Fremantle and the wider south west metropolitan area of Perth. Services include emergency relief, housing (crisis and transitional accommodation), family support and referral, outreach, meals, a day centre, welfare and essential health provision and a range of specialist services.

The agency’s primary aim is to promote social inclusion and self worth and help people to return to independent living, a safe environment and a better quality of life. St Patrick’s is committed to serving individuals and the community within a framework of the following values:

- That every person has an intrinsic worth and equity that must be respected
- Respect and support the freedom of the individual to make choices and promote independence and empowerment
- Enable individuals to reach their potential.
- Be a key service provider in the heart of the community

PROGRAM PROFILE – Housing Support Services: Crossroads Program

Funded by the Mental Health Commission, the service model was developed as a strategic response to tackle problematic street drinking and related anti-social behaviour within the Metropolitan area of Perth.

Client facing elements including; assertive outreach, health education, harm minimisation strategies, and welfare support will be provided to improve the health and wellbeing of the target group (i.e. clients who are street drinkers and have problematic drug dependency issues).
Service activity will take place in the geographical hotspot areas of Fremantle, Perth CBD and the commercial area of Maylands. Where this need is identified the service will respond and the Aboriginal Health Outreach Worker will be expected to work within these areas in conjunction with the Assertive Outreach Workers.

POSITION PROFILE

This role that will work alongside the Assertive Outreach Workers who are responsible for the delivery of the client-facing elements of the project; i.e. working with street-present people who are experiencing alcohol or other drug issues. Using a harm minimisation approach, this role will build relationships; provide social assistance, supported referrals and other appropriate measures to address some of the complex and multifaceted support needs of the client target group.

Key features will be to focus on engagement, encouragement and support for Aboriginal and Torres Strait Islander within the target group to access health and related services, through approaches focused at both individual and community levels.

RESPONSIBILITIES AND DUTIES

Assertive Outreach/Aboriginal Engagement

Under the direction and guidance of the Senior Assertive Outreach worker and in collaboration with other team members:

- Provide assertive outreach services by directly approaching people in their environment, who are homeless or at risk of homelessness and experiencing alcohol or other drug issues, in order to develop relationships with them.
- Provide Aboriginal and Torres Strait Islander people that fall within the target group with information about the services that are available for them and encourage them to make contact with primary health care, and other health promoting, services in their region;
- Provide guidance around and assist primary care providers in providing culturally appropriate and safe environments.
- Assist ATSI people to understand their chronic health condition and how to manage it as required
- Provide these clients with the skills, information and options they need to be empowered and make informed choices about their behaviour.
- Connect clients to drug and alcohol, housing, health, mental health and other mainstream services, through supported referrals or other appropriate means.

Stakeholder engagement /networks

- Establishing and maintaining relationships with relevant local stakeholders in Aboriginal health, particularly local communities and Aboriginal Medical Services.
- Attend and participate in network/program meetings relevant to the role and within the structure of the program guidelines.
- Identify and develop stakeholder relations that are beneficial to client needs and the program outcome.
- Liaison with special services that provide accommodation, health or tenancy support for client groups with identified complex and diverse needs
• Ensure regular client feedback through formal and informal mechanisms is captured, collated and reported on.

Administrative

• Undertake administrative tasks as appropriate including data entry, report writing and minutes.
• Record client data on the funding body and agency databases.
• Submit a monthly progress report on outcomes as directed by the Senior Worker and as per funding contract requirements.
• Ensure appropriate records are kept in line with privacy act and organisation policies.

Organisation Requirements

• Work in a team based environment, contributing to and supporting teams at St Patrick’s as appropriate.
• Ensure that the rights, interests and needs of the people we support are addressed effectively, while understanding and respecting the linguistic and cultural diversity of the people we support and our work teams.
• Ensure that all St Patrick’s Policies and Procedures are implemented and complied with including occupational health and safety regulations.
• Undertake appropriate training and maintain qualifications, licences, certificates, checks and clearances.
• Contribute to the continuous improvement of activities, including safety and quality.
• Undertake other duties as reasonably requested.

CHARACTERISTICS OF THE POSITION

• Applies a high level of knowledge and skills to establish outcomes and achieve results in line with organisational goals
• Contributes to project development, including planning, evaluation and procedures
• Plans, organises, prioritises and monitors own work
• Applies high level interpersonal and communication to facilitate effective communication across a wide range of groups and individuals.
• Works under general direction from senior employees

SELECTION CRITERIA

• Aboriginality – This position has been deemed an identified position under Section 50D of the Equal Opportunity Act 1984 (WA)
• Strong effective interpersonal and communication skills.
• Relevant life skills and life experience that will foster well being of clients.
• Demonstrated understanding / awareness of and strong links with local community, Aboriginal Health, Cultural Awareness and sensitivities, understanding of barriers Aboriginal and Torres Strait Islander people experience with accessing primary health care from mainstream service providers.
• Demonstrated understanding of chronic disease management and care planning.
• Demonstrated ability to think creatively and problem solving skills.
• Ability to develop effective working relationships, working within as part of a team and autonomously when required.
• Strong organisational and time-management skills with the ability to coordinate and prioritise multiple activates.

Essential

• Relevant health qualification or equivalent combination of relevant experience and / or training (Example: Aboriginal Health Worker, Nurse, or Diabetes Educator).
• Relevant experience in delivery of services to clients with complex or multiple issues
• Appropriate First Aid certificate or willingness to undertake first aid training
• National Police Clearance
• Possession of a current C class motor vehicle driver’s license.

Desirable

• Experience in a case manager, health and or outreach role
• Previous experience in an outreach setting
• Relevant computer skills in MS Office software and applications

CERTIFICATION

I have received a copy of the job description and understand the requirements of the position.

Signature: ___________________________________ Date: ____________________