ASSERTIVE OUTREACH WORKER
(Crossroads Program)

JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position</th>
<th>Assertive Outreach Worker</th>
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<tr>
<td>Program</td>
<td>Crossroads Assertive Outreach Program</td>
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<tr>
<td>Team</td>
<td>Housing Support Services</td>
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<tr>
<td>Reports to</td>
<td>Day to day direction: Senior Assertive Outreach Worker</td>
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<td></td>
<td>Line manager: Director of Housing and Support Services</td>
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<td>Legal Employer</td>
<td>St Patrick’s Community Support Centre (Partnership’s lead organisation)</td>
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<td>Strategic Direction</td>
<td>The joint St Patrick’s-55 Central program Management Committee oversights the strategic directions and priorities of this position</td>
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<td>Location</td>
<td>Based in Fremantle, however, outreach work may take place across the metropolitan area.</td>
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<td>Positions reporting to this role:</td>
<td>N/A</td>
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<tr>
<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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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 team consisting of two assertive outreach workers (one senior) and an Aboriginal health outreach worker.

POSITION PROFILE

This position forms part of the Crossroads Assertive Outreach team working with street-present people who are experiencing alcohol or other drug issues. Using a harm minimisation approach, the team works to 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. A key feature will be a focus on building and fostering a collaborative approach amongst agencies delivering services to or otherwise working with the client group.

KEY ACCOUNTABILITIES

- Delivery of quality service provision
- Meeting reporting and compliance requirements including key performance indicators, outputs and outcomes set by funding bodies within area of responsibility
- Meeting KPI’s set by St Patrick’s Community Support Centre
- Contribute to service development and planning

RESPONSIBILITIES AND DUTIES

Assertive Outreach

Under the guidance and supervision 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 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.

- Work effectively with the program’s Aboriginal Health Assertive Outreach worker to;
  - provide services in a culturally appropriate and safe environment
  - provide information about the services that are available for them and encourage ATSI people to make contact with primary health care, and other health promoting, services in their region
Stakeholder engagement/networks

- 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.
- Prepare and write program reports to meet funding body requirements for sign off by the Director Housing and Housing Support.

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

1. Sound interpersonal skills, including a high standard of written and oral communication skills.
2. Competent level negotiation, mediation and conflict resolution skills.
3. Good understanding factors contributing to homeless as well as identified gaps and limitations
while working with people experiencing homelessness.

4. Demonstrated ability to assess and manage risk.

5. Ability to exercise initiative and judgment when required.

6. Understanding of collaborative work practices

7. Ability to work effectively as a team member and ability to work independently when required

8. Demonstrated ability to establish effective working relationships with people from a wide range of social-economic, multicultural and linguistically diverse backgrounds.

9. Experience working with Aboriginal and Torres Strait Islander people

10. Ability to work within the values of St Patrick’s Community Support Centre

11. An understanding of health and safety issues relevant to the position

**Essential**

- Relevant experience in delivery of services to clients with complex or multiple issues and or Diploma or Degree Level relevant qualification
- Demonstrate understanding factors contributing to homelessness as well as identified gaps and limitations while working with people experiencing homelessness
- Appropriate First Aid certificate or willingness to undertake first aid training
- National Police Clearance
- Working with Children Check as required per agency policy and procedure.
- Possession of a current C class motor vehicle driver’s license.

**Desirable**

- Experience in a case manager or outreach role
- Previous experience in a crisis accommodation setting
- Relevant computer skills in MS Office software and applications
- Previous knowledge of data collection programs such as SHIP, DSS Data exchange
- Demonstrated understanding of existing of existing public and community housing pathways for people in housing crisis

**CERTIFICATION**

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

Name: ____________________________________

Signature: _______________________________ Date: ______________________

Assertive Outreach Worker – Crossroads Program