



ASSERTIVE OUTREACH WORKER

POSITION DESCRIPTION

Position	Assertive Outreach Worker		
Program	Mandurah Assertive Outreach Service		
Team	Housing Support Services		
Reports to:	Line Manager: Director Housing and Support Team Leader: Housing First Rockingham Mandurah		
Legal Employer	St Patrick's Community Support Centre		
Location	Mandurah		
Positions reporting to this role:	None		
Award	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification	Level 4 (Salary Range \$71,409- \$76,830) per annum pro rata		
JD developed	July 2021	Reviewed	

Term: This role is part time – 24 hours per week. Hours vary, and some after-hours work is required, which may include occasional weekend work.

Vision, Mission and Values

- Our Vision** A community where people live securely and reach their potential.
- Our Mission** To lead bold action in our community with the ultimate goal to end chronic homelessness.
- Our Values**
- Leadership** *Enabling our people to take bold action to address the complex social issues.*
- Dignity** *People feel respected and empowered.*
- Justice** *Everyone is treated equitably with honesty and fairness.*
- Hospitality** *People feel welcome, secure and valued.*

Program Overview

The Mandurah Assertive Outreach Service provides purposeful engagement with highly vulnerable street-present people. Assertive Outreach supports rough sleepers who are disengaged from mainstream services and have multiple complex issues. Assertive Outreach is a persistent and focussed response involving working closely with multiple service organisations. Another important role of assertive outreach is to reduce anti-social behaviour through regular and frequent engagement with rough sleepers.

The Mandurah Assertive Outreach Worker is part of the Housing First Rockingham and Mandurah team. Housing First is an international model for housing and supporting people who have

experienced long term and reoccurring homelessness and who face a range of complex challenges. It supports strategies to end homelessness and is a methodology for effectively assisting some of the most vulnerable people in our community. This program is a new initiative led by St Patrick's Community Support Centre alongside Ruah Community Services and Wungening Aboriginal Corporation.

Position Intention

The Assertive Outreach Worker position is at the forefront of the organisation in providing client facing support interventions.

Supported by the Team Leader, you will provide a range of support interventions within a developmental framework that enables clients to address their needs.

Our service model focuses on ensuring people who are sleeping rough are linked into appropriate services to help them find and maintain suitable long-term accommodation. The Mandurah Assertive Outreach Service will focus on:

- Identifying people sleeping rough in the nominated area,
- Engaging people in appropriate services and refer them into housing or other suitable accommodation and/or services, and
- Working with Housing First Assertive Case Workers to support people to maintain their accommodation and prevent them from cycling back into homelessness.

The role provides support and assertive support interventions to clients in order to assist them in improving their mental health, general health and social wellbeing, accessing and maintaining housing, improving their quality of life, maximising self-management, independence and participation in the community.

Organisation Structure and Reporting

This role will work alongside a team of Assertive Outreach Workers and Assertive Case Workers who are responsible for the delivery of the assertive case- management of people within the identified target group.

Service Delivery	<ul style="list-style-type: none">• Provide place based assertive outreach in line with program requirements, providing support to people experiencing rough sleeping.• Identify and engage people experiencing rough sleeping, complete VI-SPDAT surveys and upload details to the By-Name List.• Work to identify and engage the target groups within Housing First frameworks and best practice principles.• Carry out initial assessments and client intakes when necessary.• Provide case management of people accessing the service and connect to long term housing and support.• Deliver activity-based work and/or daily living skills support based on an established care plan and risk assessment.• Escalate to Team Leader for people with more intensive mental health, alcohol and drug, or other specific challenges.• Maintain good quality case notes using ISOBAR format, maintaining up to date care plan and ensuring adherence to information sharing protocols.• Working with the person to ensure housing meets needs.
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	<ul style="list-style-type: none"> • Assist the team with monitoring the effective delivery of services to each individual client. • Implement a range of intervention strategies in keeping with the program mandate and role. • Liaise with After Hours Support Service. • Work within a culturally safe and trauma informed manner. • Listen and respond to ensure a two-way application of practice through a cultural lens, to meet individual needs in the context of their culture and their community. • Report to the Team Leader any concerns they have about child/ren safety. • Work towards the required standards and key performance indicators as stated in the relevant services contract. • Maintain accurate statistical data & contribute information for reports as required.
Stakeholder Engagement	<ul style="list-style-type: none"> • Where required you will attend forums, meetings, working groups, etc. related to the role. • You will liaise with staff, clients, and external agencies. • Develop and maintain respectful, supportive, collaborative, and responsive relationships with both internal and external stakeholders
Communication	<ul style="list-style-type: none"> • Promote, participate in, and contribute to a supportive team environment. • Build relationships based on trust and respect for every person. • Work as an effective and valued member of the Housing First Mandurah and Rockingham team. • Work in a culturally secure and appropriate way • Build and maintain professional relationship with individuals and their family members for the purpose of the work.
Quality and Risk Management	<ul style="list-style-type: none"> • Adhere to the OSH and organisation policies and procedures. • Report risks • Follow workplace procedures for hazard identification and risk control
Organisation Requirements	<ul style="list-style-type: none"> • 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 organisation 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. • Undertake other duties as reasonably requested

SELECTION CRITERIA

- Certificate, diploma or degree qualification in community services or related field and/or relevant work experience (at least one year)
- A sound knowledge of the Mandurah area, including locations frequented by people experiencing homelessness, and service organisations who deliver services to people experiencing homelessness in the Mandurah region.
- Relevant experience and demonstrated skill in providing support services to people experiencing

disadvantage

- A high level of understanding of Assertive Outreach principles and how they relate to people experiencing homelessness
- Ability to engage with individuals within different levels of needs and build and maintain a professional relationship.
- Demonstrated understanding and experience working with issues facing people who experience chaotic life circumstances such as homelessness, AOD use, family and domestic violence and mental health issues.
- Ability to work independently and contribute to the functioning of the team.
- Ability to model positive behaviours, emotional maturity, coping skills and resilience.
- A high level of written and verbal interpersonal and effective communication skills.
- Experienced and competent in the use of Microsoft office and client reporting systems
- Willingness and ability to work within and contribute to the vision, mission, core values and the guiding principles of the organisation.
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.

Required Compliance Documents

- Current Drivers Licence
- Working with Children Check
- National Police Certificate
- Senior First Aid (or willingness to undertake if required)

APPLY FOR THIS ROLE

To apply for this position, please complete the online application and upload your CV following the below link:

[Start application](#)

Enquiries can be directed to Nadine Hicks at nhicks@stpats.com.au or via phone (08) 6372 4800