

<b>Position</b>	Outreach Worker North West	
<b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b>	<p><b>Essential Qualifications/Experience:</b>            Cert 4 in Community Services/youth work or an associated qualification            Demonstrated experience in staff and program leadership            Workplace level 2 First Aid certificate            Current drivers' licence            National Police check,            Working with Vulnerable People Card</p> <p><b>Desirable:</b>            Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.            Experience in running youth and/or community outreach events in cooperation with other community-based services, organisations and/or stakeholders.            Highly developed communication skills.            Ability to manage, support and train teams of volunteers to effectively deliver outreach trailer programs.            Highly developed skills in building positive stakeholder relationships.            Demonstrated ability to work unsupervised.</p>	
<b>Summary of Role (inc. Role Purpose)</b>	<p>The key responsibility of the Outreach Worker is to facilitate community-based outreach events that nurture community connection. They will also assist in caring for local communities through the provision of food and information.</p> <p>In order to facilitate events, the Outreach Worker will also be responsible for: recruiting and managing a team of volunteers; maintaining and developing positive stakeholder relations; managing resources and undertaking administration tasks.</p>	
	<b>Key Responsibilities</b>	<b>Key Performance Indicators (observable and measurable)</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Plan and coordinate outreach events with program partners.</li> <li>• Provide a safe and healthy environment for all activities undertaken.</li> <li>• Coordinate and oversee the use of the outreach trailer in conjunction with local community groups</li> <li>• Operate the barbecue on the outreach trailer.</li> <li>• Organise regular servicing and maintenance of outreach vehicle and trailer.</li> <li>• Ensure pre-operational checks are completed.</li> <li>• Maintain trailer in accordance with Launceston City Council Food Business Health &amp; Safety Regulations.</li> <li>• Maintain adequate levels of stock within the trailer.</li> </ul>	<ul style="list-style-type: none"> <li>• Outreach events achieve the desired service objectives.</li> <li>• Positive feedback is received from service users regarding the service delivery</li> <li>• All activities undertaken are conducted within relevant Policies and Procedures.</li> <li>• The use of the outreach trailer is managed in a manner that minimises risk.</li> <li>• Trailer breakdown are rare due to regular maintenance.</li> <li>• Food safety inspections meet the standards.</li> <li>• Team has sufficient resources to meet service objectives.</li> <li>• Trailer operations can run without interruption due to adequate stock being on hand.</li> </ul>

<b>Supervision and Stakeholder relationships</b>	<ul style="list-style-type: none"> <li>Effectively manage volunteer requirements and recruitment.</li> <li>Provide high levels of support, coaching and training to volunteers.</li> <li>Ensure all volunteers are informed and aware of any operational and procedural guidelines.</li> <li>Maintain and develop strong stakeholder relationships.</li> <li>Provide effective communication to all relevant stakeholders and service providers.</li> <li>Meet regularly with stakeholders to discuss and review program delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Adequate number of workers are available for each event.</li> <li>All team members demonstrate through their conduct that they have good understanding of LCM values, policies, the service objectives and their individual role goals and expectations.</li> <li>Team works well together, and report feeling supported and motivated.</li> <li>A positive workplace culture is maintained.</li> <li>LCM is positively viewed by stakeholders.</li> <li>Regular meetings are held with stakeholders</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Ensure all required documentation for volunteers is up to date and accurate.</li> <li>Provide reports and paperwork to direct supervisor as required.</li> <li>Report incidents, accidents, injuries and near miss occurrences in line with policy.</li> <li>Undertake regular feedback surveys with service users and stakeholders.</li> <li>Ensure services are delivered within budget.</li> </ul>	<ul style="list-style-type: none"> <li>Outreach event records maintained accurately and kept up to date.</li> <li>Reports focusing on outcomes of outreach events are completed accurately and submitted on time.</li> <li>Incident reports are accurately completed for all incidents and forwarded in a timely manner.</li> <li>Service is delivered within budget.</li> </ul>

### LAUNCESTON CITY MISSION VALUES

<b>Faith</b>	We have confidence that ethical actions will bring good results.
<b>Justice</b>	We take personal responsibility to uphold what is pure, right and true.
<b>Compassion</b>	We invest whatever is necessary to heal the hurts of others.
<b>Flexibility</b>	We are attentive and responsive to the changing needs in our community
<b>Enthusiasm</b>	We express joy in our work as we give it our best effort.