

Position	Outreach Worker Safe Space Launceston	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Minimum of Cert IV in Community Services or Cert IV in Alcohol and Other Drugs, or an associated qualification or willing to undertake training towards this. • Workplace level 2 First Aid certificate or willing to undertake. • Current driver licence. • National police check is required for all roles with Launceston City Mission. • Working with Vulnerable People Card or willingness to obtain. • Highly developed communication skills. • Ability to maintain positive professional relationships with participants and staff. • Success in delivering support to participants with complex needs. • Demonstrated ability to work unsupervised. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • A good understanding of the causes of homelessness and addiction related issues: <ul style="list-style-type: none"> ○ Knowledge and experience of the public housing and social housing framework; ○ Knowledge and experience of services that support homeless or socially isolated people; ○ Knowledge of the impact of trauma in individuals and families; ○ Knowledge of drugs and their effects including symptoms of intoxication and withdrawal; ○ Knowledge and experience in conducting alcohol and other drug assessments, brief interventions and relapse prevention. • Positive history of following organisational policy & procedures. 	
Summary of Role (inc. Role Purpose)	<p>This role will provide outreach support to people who are homeless and currently not engaged with services. The Outreach Worker will respond to referrals from stakeholders and engage with people identified as being homeless in the community. They will develop relationships with people who are homeless and support them to navigate appropriate support service systems. They will assist by identifying and addressing barriers to assistance and help develop plans with achievable goals, provide support to reach goals and measure the outcomes of the support.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Participant Supervision	<ul style="list-style-type: none"> • Follow up referrals about people in the community identified as being homeless. • Engage with and develop working relationship with participants. • Assist participants to develop a plan for support. • Support people to complete referrals and attend appointments. • Assess people with an exclusion in place suitability to return to the service after exclusion. 	<ul style="list-style-type: none"> • Referrals to Safe Space are responded to. • Participants report feeling supported. • Support plans are developed and documented with progress recorded. • Referrals are completed and tracked. • Case notes are completed in line with policy and include support provided in detail. • Contact with external participants is maintained where possible.
Service Delivery	<ul style="list-style-type: none"> • All work is delivered in line with policy and procedures. • Ensure confidentiality is maintained as outlined in the organisation's policies. 	<ul style="list-style-type: none"> • Organisation policy and procedure are followed. • Confidentiality is maintained in line with policies and guidelines. • Case notes demonstrate appropriate support is provided.

	<ul style="list-style-type: none"> • Maintain regular contact with participants to provide positive guidance and direction. • Ensure participants are aware of their rights and responsibilities regarding service delivery. • Treat all participants with respect and dignity. 	<ul style="list-style-type: none"> • Participants report knowing their rights and responsibilities. • Participants report being treated in a fair and non-discriminatory manner. • Participant feedback shows support was delivered for a range of needs.
Administration	<ul style="list-style-type: none"> • Ensure all notes, documents and communication is clear, concise and up to date. • Provide reports of support engagement and outcomes as required. 	<ul style="list-style-type: none"> • All documents and communication, including participant case notes, are completed in a timely manner and comply with legislative, ethical, P&P, service guidelines and requirements. • Regular reports showing assistance provided and outcomes are delivered.
Learning and Innovation	<ul style="list-style-type: none"> • Maintain an up-to-date knowledge of the resources available to participants. • Keep up to date on trends within the Housing sector and contribute to the promotion of best practice principles within the service. • Participate in ongoing personal and professional development. • Participate in performance management reviews and staff appraisals. 	<ul style="list-style-type: none"> • Resource knowledge is up to date. • Appropriate training and professional development programs are identified and are attended. • Contribution and participation in the performance management reviews and appraisals are undertaken.

LAUNCESTON CITY MISSION VALUES

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