



<b>POSITION TITLE:</b>	<b>SRS Outreach and Assistance Program Worker</b>
<b>POSITION NUMBER:</b>	<b>CS027</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>Level 3 (Level and Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Housing Support &amp; Linkages Programs – Family and Individual Support Services</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ<sup>A</sup>+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ<sup>A</sup>+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division aims to build the capacity of vulnerable families and individuals to enable them to self-manage and be the best they can be. The division incorporates Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door. These four teams deliver 20 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self-manage and be the best they can be. A number of key frameworks and models are used by the

division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Gender and Trauma Informed practice, Duluth model of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

The Housing Support and Linkages (HSL) suite of programs; Rough Sleeping, Friday Feed Community Meal, Community Reconnections, SRS Outreach and Assistance (OAP), Tenancy Plus and No Interest Loan Scheme (NILS). Programs work primarily with adults over 25yrs of age, use various interventions that support adults, families and people with disabilities and are delivered across the region.

## PRIMARY PURPOSE OF ROLE

Brophy Outreach and Assistance Workers will undertake the following main service activities.

- provide time-limited support to registered clients that meets annual client targets
- needs assessment – work with residents, proprietors and staff, family members and other service providers to identify unmet health and social needs and unmanaged behaviours
- referral and linkage – in collaboration with residents, proprietors and staff proactively negotiate and advocate with health and community services to facilitate improved access (includes sustained efforts to
- improve relationships between proprietors and services where required)
- work with the department to provide time-limited support to SRS residents to locate and secure appropriate alternative housing in the event of an SRS closure, in accordance with the Service Closure
- facilitation of social participation – actively seek to engage residents in a range of social and lifestyle activities of their choice
- capacity building as deemed appropriate – use capacity-building techniques, such as coaching, mentoring and information sharing, to build proprietor skills and knowledge to support residents and to build residents' confidence and independence; and implement strategies to strengthen relationships between the SRS and local services, for example developing referral protocols and case conferences
- manage flexible funds – each OAP service has a pool of flexible funds to be used to assist residents to access services and activities. Examples include appropriate clothing and footwear for activities such as playing football, or a gym membership
- service mapping – OAP service providers are required to undertake annual service mapping to ensure services continue to be targeted to those residents and SRS with the highest level of need.
- contribute expertise and advice to support the development and ongoing implementation of the annual SRS and Partnership Manager agency Collaborative Plan
- manage the provision of Safety and Amenity funding, Facility Cost Relief funding, Fresh Fruit Funding.

This role includes working in the office and outreaching to the local SRS.

The role may involve engaging and collaborating across various programs in the HSL program areas, at times, to connect services to wrap around clients through developing immediate access points and referrals into housing, mental health, alcohol and drug treatment, family violence, disability, income, and primary health services. Some HSL programs provide flexible brokerage to ensure immediate support is available.

This incumbent is expected to have a sound knowledge of the principles and processes of relevant legislation pertaining to individuals, families, and children.

This position is required to establish appropriate community contacts and develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services, to achieve improved outcomes for clients.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Housing Support and Linkages suite of programs involve partnerships between Brophy Family and Youth Services, Gunditjmara Aboriginal Cooperative, Southwest Health Care – Mental Health Services and WRAD Health. Workers from Gunditjmara, South West Mental Health and WRAD Health may, at times, be co-located within the team to offer support and secondary consults.

The Housing Support and Linkages team ensure that the client group have increased access to mainstream and specialist services in order to maintain, or improve, their wellbeing and quality of life.

These are:

- Engaging and actively linking clients into existing mainstream and specialist services.
- Assisting service providers to develop organisational and service delivery characteristics which are supportive of the client group.
- Focus on complex service requirements such as mental health and drug and alcohol services through a multi-disciplinary approach
- Assisting Social and Public Housing tenants to maintain their tenancy
- Develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

Some of the programs within the Housing Support and Linkages suite, provide outreach to the Portland and Hamilton areas.

This role requires working closely with the Manager of Housing Support and Linkages.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidentiality and professional boundaries. The role is required to work autonomously and as part of a team, maintain accurate records, and is expected to actively participate in and contribute to program service planning along with all annual improvement activities to achieve organisational outcomes.

As this position regularly engages with other agencies, the Outreach and Assistance Worker must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region.

## REPORTS TO

The position reports to and is supervised by the Manager, Housing Support and Linkages.

## KEY RESPONSIBILITIES

### Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Demonstrate a capacity to work in crisis and stressful situations.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

### Technical Skills

- Exhibit appropriate advocacy for all client groups.
  - Demonstrate a working knowledge of the practice frameworks of trauma informed models of care, family therapy, assertive outreach and strength based models of intervention.
  - Express a working knowledge of case management principles and practices as they apply to individuals, their families and the broader service delivery system.
  - Demonstrate an understanding of the issues facing people who are homeless or those in supported, social or public housing.
  - Provide a case work response to help maintain successful tenancy where this intervention has been identified as necessary to support residents of Supported Residential accommodation.
  - Participate in the community development and educational aspects related to the program;
  - Engage with adults using a variety of engagement strategies such as assertive engagement, outreach and planning.
  - Establish, facilitate, and maintain collaborative planning and be responsible for the timely disbursement of funds.
  - Provide advocacy and support for those that are unable to advocate on their own behalf and require assistance.
  - Capacity to work in close partnership with the local Supported Residential Service and the Department of Families, Fairness and Housing (DFFH).
  - Participate in the community development and educational aspects related to the programs.
  - Participate in agency working groups and special projects such as Friday Feed.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
  - Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

### Customer Service

- Display an awareness of the needs of clients from indigenous and culturally and linguistically diverse backgrounds.
- Develop and maintain strong working relationships with key stakeholders such as funding bodies, Victorian tenancy Union and other service providers across the region.
- Preserve confidentiality on all issues relating to Brophy Family and Youth Services.
- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.

- Demonstrate an understanding of rural communities and the issues they face.

### Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

### Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

### Administration and Documentation

- Appropriately utilise program brokerage and expenditure documentation
- Ensure the timely and accurate completion of incident reports.
- Write reports and assessments ensuring best practice and professional standards for written correspondence are adhered to.
- Display a knowledge base that ensures all practices concerning personal information complies with Privacy Legislation and Health Records Act.
- Participate in the Family & Individual Support Programs annual quality improvement activities as specified.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

## **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.

- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## KEY SELECTION CRITERIA

### Qualifications:

- A minimum qualification of a sector recognised and accredited Diploma in Youth Work, Social or Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: i.e. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

### Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- A Cert IV Disability or experience and understanding of working with people with disabilities.
- Demonstrate a strong knowledge of the link between trauma and homelessness.
- Demonstrate a working knowledge of case management, practice frameworks and models relevant to working in the homelessness or supported housing sector.
- Ability to make timely, sound decisions and assessments regarding adults particularly under pressure.
- Capacity to engage with adults with disabilities, who are at risk of losing their tenancy as well as a demonstrated understanding of working with clients not linked in with other services or agencies.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients and stakeholders.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

## AUTHORISED BY

NAME: Donna Wynters  
 POSITION: Executive Manager – Family and Individual Support Services Division  
 DATE: June 2024