



Employee Position Description

Position Details		
Position Title: Community Outreach and Engagement Worker	Department: Community Impact	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Manager Community Access and Outreach	Location: Hawthorn and Doncaster with a mixture of onsite and community locations.	
Direct Reports: None	Employment Status: Permanent part time 0.6	Classification: SACS Level 4
Position Primary Purpose		
<p>This role seeks to address the determinants of health and wellbeing through outreach, engaging and building connections with ‘hardly reached’ residents within the AccessHC catchments, and connecting them with community, social and health services.</p> <p>The Community Outreach and Engagement Worker will also support the development of collaboration and partnerships with other community, social and health services.</p> <p>This role will support the Access to Community program (including referring people into the social prescription program) and collaborate with the Manager Community Access and Outreach to achieve continual improvement.</p> <p>Community Outreach and Engagement Worker may use their experience and/or community languages to build connections with community members and help them to connect with community supports and services.</p> <p>The role may supervise volunteers and provide day-to-day operational support and debrief to team members. The role may contribute to the organisation of and participation in community events.</p>		
Decision Making Authority		Key Relationships
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> • Engagement of proprietors, community members and partner organisations. • Provision of resources and information to community members. 		<p>Internal</p> <ul style="list-style-type: none"> • Managers Mental Health, Alcohol and Other Drugs & teams • Community Health Nurse • Access to Community team
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager’s directions when and as required, which may include completion of duties not listed in this document.</i></p>		
Version No: 3	Last Updated: 06/09/23	Author: Astrid Kruse-Thorpe
		Approved By: Fiona Read
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<ul style="list-style-type: none"> • Collection and recording of data and information. • Day-to-day time and diary management. • Operational decisions made within constraints of existing project plans. 	<ul style="list-style-type: none"> • Care finders Service Connection team • Health Promotion team • Intake and Customer Service teams • Other AccessHC staff and volunteers <p>External</p> <ul style="list-style-type: none"> • Community members hardly reached by services. • Operators, managers, agents and proprietors of social housing and rooming houses. • Staff and volunteers from partner and community organisations. • Relevant networks. • Health, community and social services that clients may require support being referred to.
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Key Accountabilities	
Focus Areas	Responsibilities
Engagement and networking	<ul style="list-style-type: none"> Engage professionally with community members, managers, operators and other project stakeholders. Engage in person at properties, community events, or on the phone where possible and appropriate. Collaborate with the community outreach and engagement team to plan implement and attend community events. Provide access to program resources, information and supports. Connect community members with health, social and community services as required through supported referrals. Actively promote AOD and health supports available across AccessHC and partners. Engage internally and externally as required with health services and community development activities. Follow processes as trained and collaborate to support the continual improvement and refinement of process. Develop program materials for engagement and networking purposes.
Risk assessment and Referral	<ul style="list-style-type: none"> If clinical or social referral needs are identified, escalate this to appropriate staff member on same day. Complete hazard, incident and feedback reporting in a timely manner. Attend training and follow team project plans and protocols for risk management. Identify barriers to referral and, with the team, support continual improvement to accessing services both internally and with partner organisations. Develop, collate and maintain referral resources and tools.
Evaluation & Reporting	<ul style="list-style-type: none"> Follow existing reporting and evaluation frameworks to collect data. Complete all data entry on same work day unless instructed otherwise by Manger Community Access and Outreach. Maintain case notes in line with organisational policy
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.
Integration with Access HC	<ul style="list-style-type: none"> Actively participate and contribute to access HC service integration activities as requested by the Manager Community Access and Outreach. Represent the service as required in a professional, courteous and empathetic manner.
Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with AccessHC's policies, procedures and code of conduct. Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times including infection control and the safe use of Personal Protective Equipment. Complete all workplace training as prescribed. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (if has lived overseas for 12months or longer in the last ten years). • Working With Children Check • Driver's Licence • NDIS Worker Screening Check <p>Key selection criteria items</p> <ul style="list-style-type: none"> • Experience in community engagement, development or outreach programs particularly with hardly reached community members. • Desirable: Psychology, Social Work or Community Development degree. • Minimum: Certificate IV (Mental Health peer work or equivalent), and demonstrated experience working with clients who experience mental health challenges in a community setting • Previous experience in a supervisory role highly regarded • Experience working as a Peer Worker (desirable), and ability to identify risk and seek support from other staff where required • Proficiency in spoken languages other than English especially Arabic, Farsi, Cantonese, Mandarin and Vietnamese (desirable) 	<p>Attributes</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds. • Demonstrated experience engaging with a range of stakeholders including community members/consumers and community groups, GP, health services and AOD services • Team player with demonstrated ability to work unsupervised • Understanding of principles of confidentiality, privacy and rights and responsibilities of clients in a community health context • Ability to establish relationships and maintain appropriate boundaries with co-workers, clients, carers, and families • Understanding of community, social, and health services and referral pathways • Commitment to equity, continuous quality improvement and health promotion principles • Effective time management and prioritisation skills • High level of accuracy and attention to detail • A commitment to excellence in program delivery • Demonstrated behaviours consistent with AccessHC values
<p>Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or AOD recovery experience, and those with diverse genders and sexualities. We also support Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse background. As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Workers Screening Check, Working With Children Check, Police Check and potentially an International Check.</p>	
Authorisations	
<p>Employee Name: Signature: _____ Date:</p>	<p>Manager Name: Signature: _____ Date: / /</p>

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