



## Employee Position Description

Position Details		
<b>Position Title:</b> Community Outreach and Engagement Worker	<b>Department:</b> Community Impact	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Reports To:</b> Manager Community Access and Outreach	<b>Location:</b> Hawthorn and Doncaster with a mixture of onsite and community locations.	
<b>Direct Reports:</b> None	<b>Employment Status:</b> Permanent part time 0.5 - 0.6	<b>Classification:</b> 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
<ul style="list-style-type: none"> <li>• Decisions made independent of Manager</li> <li>• Engagement of community member, partner organisations and service providers.</li> <li>• Provision of resources and information to community members.</li> </ul>		<ul style="list-style-type: none"> <li>• Internal</li> <li>• Managers Mental Health, Alcohol and Other Drugs &amp; teams</li> <li>• Community Health Nurse</li> <li>• Access to Community team</li> </ul>

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<ul style="list-style-type: none"> <li>• Collection and recording of data and information.</li> <li>• Day-to-day time and diary management.</li> <li>• Operational decisions made within constraints of existing project plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Care finders Service Connection team</li> <li>• Health Promotion team</li> <li>• Intake and Customer Service teams</li> <li>• Other AccessHC staff and volunteers</li> <li>• External</li> <li>• Community members hardly reached by services.</li> <li>• Operators, managers, agents and proprietors of social housing and rooming houses.</li> <li>• Staff and volunteers from partner and community organisations.</li> <li>• Relevant networks.</li> <li>• Health, community and social services that clients may require support being referred to.</li> </ul>
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<b>Key Accountabilities</b>	
<b>Focus Areas</b>	<b>Responsibilities</b>
<b>Engagement and networking</b>	<ul style="list-style-type: none"> <li>Engage professionally with community members, managers, operators and other stakeholders.</li> <li>Engage in person at properties, community events, or on the phone where possible and appropriate.</li> <li>Collaborate with the community outreach and engagement team to plan implement and attend community events.</li> <li>Provide access to program resources, information and supports.</li> <li>Connect community members with health, social and community services as required through supported referrals.</li> <li>Actively promote wellbeing and health supports available across AccessHC and partners.</li> <li>Engage internally and externally as required with health services and community development activities.</li> <li>Follow processes as trained and collaborate to support the continual improvement and refinement of process.</li> <li>Under guidance, develop program materials for assessment, documentation and service delivery.</li> </ul>
<b>Risk assessment and Referral</b>	<ul style="list-style-type: none"> <li>Risk and needs assessment with priority population groups, presenting recommendations to team and manager.</li> <li>Use assessment skills and tools to identify needs and refer or escalate as appropriate Complete hazard, incident and feedback reporting in a timely manner.</li> <li>Attend training and follow team project plans and protocols for risk management.</li> <li>Identify barriers to referral and, with the team, support continual improvement to accessing services both internally and with partner organisations.</li> <li>Develop, collate and maintain referral resources and tools.</li> </ul>
<b>Evaluation &amp; Reporting</b>	<ul style="list-style-type: none"> <li>Follow existing reporting and evaluation frameworks to collect data.</li> <li>Complete all data entry on same work day unless instructed otherwise by Manger Community Access and Outreach.</li> <li>Maintain case notes and documentation in line with organisational policy</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.</li> </ul>
<b>Integration with Access HC</b>	<ul style="list-style-type: none"> <li>Actively participate and contribute to Access HC service integration activities as requested by the Manager Community Access and Outreach.</li> <li>Represent the service as required in a professional, courteous and empathetic manner.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times including infection control and the safe use of Personal Protective Equipment.</li> <li>• Complete all workplace training as prescribed.</li> <li>• 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.</li> </ul>

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<b>Selection Criteria</b>	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>● Police Check</li> <li>● International Police Check (if has lived overseas for 12months or longer in the last ten years).</li> <li>● Working With Children Check</li> <li>● Driver's Licence</li> <li>● NDIS Worker Screening Check</li> </ul> <p><b>Key selection criteria</b></p> <ul style="list-style-type: none"> <li>● Minimum 1 year experience in community outreach programs particularly with hardly reached community members.</li> <li>● Social Work or Community Development qualification.</li> <li>● Demonstrated experience working with clients who experience mental health challenges in a community setting</li> <li>● Team player with previous experience working collaboratively in a diverse and multifaceted team where shared decision making is required</li> <li>● Microsoft Office suite and knowledge of NDIS and MAC systems highly desirable</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>● Proficiency in spoken languages other than English especially Arabic, Farsi, Cantonese, Mandarin and Vietnamese desirable</li> </ul>	<p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>● Excellent communication and interpersonal skills</li> <li>● Demonstrated ability to relate to people from a diverse range of social, and cultural backgrounds.</li> <li>● Demonstrated experience engaging with a range of stakeholders including community members/consumers and community groups, GP, health and wellbeing services</li> <li>● Team player with demonstrated ability to work unsupervised</li> <li>● Understanding of principles of confidentiality, privacy and rights and responsibilities of clients in a community health context</li> <li>● Ability to establish relationships and maintain appropriate boundaries with co-workers, clients, carers, and families</li> <li>● Understanding of community, social, health and wellbeing services and referral pathways</li> <li>● Commitment to equity, continuous quality improvement and health promotion principles</li> <li>● Effective time management and prioritisation skills</li> <li>● High level of accuracy and attention to detail</li> <li>● A commitment to excellence in program delivery</li> <li>● Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications form 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 form 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>	
<b>Authorisations</b>	

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<b>Employee Name:</b> <b>Signature:</b> _____ <b>Date:</b>	<b>Manager Name:</b> <b>Signature:</b> _____ <b>Date:</b> / /
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