

POSITION DESCRIPTION



OUTREACH WORKER

Location: GHMS 45 Queen Street, Maryborough.

Reports to: Coordinator Support Services

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	Support homeless people in the community to: enhance their independence, safety, self-esteem, well-being and quality of life and; transition into appropriate housing.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	Effectively engage with those experiencing homelessness and provide case management to assist with overcoming barriers and successfully maintaining an independent tenancy by ~ 1. Undertake networking opportunities within the community to successfully engage with clients experiencing homelessness. 2. Coordinating services and providing supported referrals for clients for housing, health care, employment, financial and other relevant services. 3. Advocate on behalf of clients accessing other services. 4. Develop and implement support plans with clients. 5. Ensuring effective and appropriate communication with staff within all programs in the delivery of the service via regular team meetings. 6. Ensuring a diligent approach is taken to record keeping and the principals of confidentiality and privacy. 7. Providing regular communication with the Regional Services Coordinator and assisting with relevant data collection and reporting. 8. Additional appropriate support to the wider team and organization. 9. Other duties as required.
Technical Skills, Experience & Qualifications:	• Experience in case management and/or provision of support services • Understanding of the needs of people experiencing homelessness or housing crisis and knowledge of relevant support services • Relevant Qualifications and/or experience in a human services framework for people presenting as homeless • First Aid certificate or ability to obtain • Satisfactory Police, NDIS & Working With Children checks • Current Drivers Licence
Key Capabilities:	Client Focus – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs Technology – Uses technology and software applications effectively in accordance with task requirements. Advocacy –Advocates for clients to advance their interests in line with CHL's objectives. Proactive – Takes action to avoid potential problems or minimise their impact. Communication – Confidently presents messages in a clear and precise manner using appropriate language. Conflict Resolution – Considers the views of others and aims for group cohesion. Considers best approach when working with others to minimise conflict. Understands that conflict will occur in the workplace and recognise own part in resolution. Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations. Probity – Adopts a principled approach, adhering to CHL's policies and procedures