



Royal Flying Doctor Service
VICTORIA

POSITION DESCRIPTION

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Position Title	Outreach Worker		
Location	East Gippsland – Mallacoota		
Reports to	Outreach CARE Team Leader	Casual	
	INCUMBENT	SUPERVISOR	HR
SIGNED			
DATE			
Position Purpose:	<p>The RFDS Victoria CARE program is a non-clinical outreach program designed to support the mental health and wellbeing of communities in far East Gippsland/Mallacoota. The program is part of the Primary Health Care (PHC) department.</p> <p>The Outreach Worker provides low intensity mental health & wellbeing services to people impacted by bushfire, the pandemic, lack of services and/or a sense of isolation in East Gippsland. The Outreach Worker links clients to appropriate primary care and community services and community networks as required. Community engagement will be essential to build trust and rapport and engage people in communities served.</p> <p>This role is supported by the Outreach CARE Team Leader who supports the Outreach Worker to participate in regular client reviews, individual and group supervision and comply with all RFDS policies and procedures.</p> <p>This role involves regular travel across the delivery catchment area to facilitate service delivery.</p>		
Position Tasks and Responsibilities	<ul style="list-style-type: none"> • Provide wellbeing support services to people including psychosocial support, psychoeducation, debriefing, case management, information and referral, risk management and case escalation where needed • Provide follow up engagement and wellbeing support, as indicated by the presenting needs • Provide people with a range of information and support to meet their individual needs and goals 		

<p>Safety and Quality</p> <p>Workplace Involvement</p>	<ul style="list-style-type: none"> • Proactively engage with local communities and key stakeholders to build trust and rapport and to promote service access pathways • Develop community knowledge of relevant services and enable seamless referrals and handover • Refer within the established stepped care framework for the region • Maintain confidentiality and security of identifying personal information • Travel to isolated communities in the designated catchment • Participate in supervision to ensure commitment to continuous learning and improvement • Maintain client files, records and minimum data set requirements in accordance with RFDS policies • Actively participate in evaluation of the service and other quality activities as directed • Work within clinical governance framework and be proactive in risk identification, management and escalation • Work collaboratively with colleagues to contribute to a collegiate workplace culture • Demonstrate the organisation's agreed values through actions • Actively promote a positive public image of RFDS Victoria and its partners among our volunteers, health care practitioners and collaborators at public events as required
<p>Scope:</p>	<p>Provision of outreach mental health and wellbeing support to individuals in far East Gippsland/Mallacoota. Work with local communities and stakeholders to build awareness of mental health, increase engagement with the service, and reduce the stigma associated with seeking help.</p>
<p>Key Selection Criteria</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Qualifications in one of the following*: <ul style="list-style-type: none"> ○ Social work ○ Mental health (tertiary or Cert IV) ○ Youth work (tertiary or Cert IV) ○ AOD (tertiary or Cert IV) ○ Education/community development and engagement <p><i>*Other health and community related qualifications may be considered if significant work experience is also present</i></p> <ul style="list-style-type: none"> • Strong understanding of needs of rural and remote communities • Demonstrated experience in conducting community engagement activities • Possess excellent interpersonal communication skills • Demonstrated capacity to quickly learn and following detailed procedures

	<ul style="list-style-type: none"> • Ability to work autonomously and as part of a team • Current Working with Children Check • Satisfactory National Police Check • Hold a current Victorian Driver's License <p>Desirable:</p> <ul style="list-style-type: none"> • Experience (either work or lived experience) providing mental health support • A reliable car for travel when a fleet vehicle is not available
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of appropriate risk control measure to prevent injuries or illnesses • Comply with all reasonable instructions to safeguard health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct and Organisational Values	<p>All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> • conduct to the highest degree of ethics and integrity • creative thinking and openness to new challenges • appreciating diversity in the workplace and treating everyone with courtesy and respect • effective communication, which is open and honest • modelling best practice and leadership <p>Our organisational values are detailed in the 'Vision 2020' Document and our Induction Handbook.</p>