# Position Description

## Health and Community Link – Outreach Social Worker (0.5 EFT)

| REPORTING RELATIONSHIPS | |
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| Reports to | Area Manager - Central |
| Direct reports | Students, volunteers |
| Indirect reports | NIL |
| Internal stakeholders | CEO, State Manager, Director of Operations, Program Staff, Corporate and Financial Services staff |
| External stakeholders | Young People, Funder, Volunteers, Government Agencies, Community Support Organisations, External Facilitators |

**Applications close 5pm Wednesday 12th Feb 2020**

**FUNDAMENTALS**

### Work Environment

The Whitelion office is at 155 Roden Street, West Melbourne. This position involves after-hours work on the Chatterbox Bus (street outreach bus) to various locations in Melbourne to engage and offer a holistic primary health care response to young people at risk of or who are experiencing homelessness. There will be some travel within the designated region, sub offices and for stakeholder engagement.

### Working Conditions

- This is a part-time (0.5 EFT) position currently funded until 30 June 2020.
- Regular evening and weekend work will be required with outreach shifts ending prior to 10:30pm.
- The Health & Community Link Outreach Worker maybe required to operate a medium rigid bus – Chatterbox Bus on outreach. Training and accreditation provided by Whitelion.
- Flexible work arrangements may be arranged in consultation with line manager.
- 38 hours per fortnight (0.5 EFT). Competitive salary plus employer superannuation contributions of 9.5% and salary packaging.
- An additional three days gifted leave per year.
- A great team environment and plenty of support.
- Work telephone provided.
- Full access to pool cars for work purposes.
- All employees are responsible for obtaining a Police Check and Working with Children Check and maintaining their validity.
- Whitelion is an equal opportunity employer.

## PURPOSE

**Vision**

We stand for: **The Courage to Choose a Better Future**

**Health and Community Link - Overview**

Health and Community link Program - Whitelion Youth Agency in collaboration with St Kilda Gatehouse will provide health support and case management to young people who are street frequenting, homeless, at risk of homelessness, and women engaged in street-based sex work, through mobile outreach and in-hours services. The service is funded by North Western Primary Health Network (PHN).

**Purpose of Health and Community Link – Outreach Social Worker**

The Health and Community Link Outreach Social Worker will work alongside a team of Outreach Workers and a community nurse to address issues associated with homelessness, and ensure young people can access mental health, sexual and reproductive health services, respond to issues associated with drug and alcohol misuse, family violence, and have access to employment and other day programs.

The program is committed to offering practical health care and education at the point of contact and actively works with young people to link them into generalist and specialist services support services. As such, it is anticipated that service delivery will result in a reduction to presentations to tertiary hospitals as well as increase opportunities for young people to access pathways out of homelessness and street-based sex work.

Whitelion's Chatterbox Bus will be used for targeted outreach into those areas of the CBD and North Western Melbourne PHN catchment area where young people most need support.

## CAPABILITY FRAMEWORK

### Personal Effectiveness

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| Insight and growth | • Possesses a strong desire to learn about and experience new things<br>• Seeks feedback and responds appropriately<br>• Understands the impact of own emotions and behaviours<br>• Continually looking to develop own expertise |
| Resilience | • Is optimistic and positive<br>• Bounces back from difficult situations |
| Energy and drive | • Takes personal accountability for actions<br>• Works to the best of ability to exceed expectations<br>• Stays true to our values<br>• Keeps trying no matter what<br>• Never gives up on our young people |

| **Works with Others** | |
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| Collaborates | • Seeks the contribution of others<br>• Shares information<br>• Tries to understand perspectives, needs, feelings & values of others<br>• Communicates openly, honestly and with positive intent<br>• Makes others feel valued when they express a different view<br>• Remains open to a range of options and ideas<br>• Works with others to reach consensus<br>• Supports team decisions |
| Manages conflict | • Brings conflict into the open and deals with it appropriately |
| Develops others | • Views mistakes as opportunities to learn<br>• Provides constructive feedback<br>• Uses strength based coaching for development<br>• Empowers others to take risks & try new things |
| Inspires others | • Admits mistakes and takes responsibility for their outcome<br>• Advocates for young people<br>• Sets realistic goals and standards<br>• Promotes our purpose, values and strategy<br>• Builds trust through reliability and consistency<br>• Is unconditional in support of others<br>• Acknowledges positive performance of others<br>• Inspires others to be the best they can be<br>• Represents the organisation appropriately<br>• Stands up for what the organisation believes |
| Plans and organises resources | • Makes the hard decisions<br>• Breaks down barriers for others to be successful |
| Drives performance | • Role models positive behaviours<br>• Drives performance to achieve objectives & behaviours<br>• Celebrates effort & achievement<br>• Is brave enough to have the tough conversations |
| **Creates Organisational Impact** | |
| Grows the organisation | • Thinks outside the square to continuously improve the organisation<br>• Calls on best practice research to inform actions |
| Leads others through change | • Embraces change<br>• Supports others through the impact of change |

| KEY RESULT AREAS (KRAs) | Key Tasks |
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| **Quality Care – Assessment and individual support** | • Plan, implement and evaluate support plans for allocated client caseload.<br>• Conduct risk assessments and ensure safety processes are followed for any activities.<br>• Undertake comprehensive psychosocial assessment in a variety of settings.<br>• Identify cultural, religious, emotional, physical, cognitive, psychological and health needs, strengths and barriers for clients.<br>• Provide referral to case management and support the coordination of counselling, advocacy, mediation, referral and support for clients experiencing homelessness and/or engaging in street-based sex work.<br>• Contribute to care team meetings and case planning to ensure health and psychosocial factors are considered. |
| **Information management** | • Document all support provided and enter all data relating to young people on the Whitelion database according to organisational policy.<br>• Statistics are recorded as per guidelines and within required timeframes. |
| **Practice leadership** | • Responsible clinical and case management/individual support areas as agreed with line manager.<br>• Responsible for coordinating social work student placements.<br>• Identifies issues, considers solutions and presents these to manager. Participates in problem solving and decision making with case management team at Whitelion.<br>• Participates in service development, specific and delineated projects and activities, which may include leadership in a particular Health and Community Link project/initiative. |
| **Partnership and community liaison** | • Relationships with internal and external stakeholders are effective and appropriate.<br>• Participation in forums or processes which ensure effective stakeholder engagement and relationships.<br>• Form collaborations, form alliances and partnership opportunities with relevant health and community service organisations in the North Western region.<br>• Support volunteers to assist with outreach where appropriate.<br>• Liaise and inform the broader community of Whitelion programs.<br>• Engage with key stakeholders to identify opportunities regarding Health and Community Link Activities. |

| KEY RESULT AREAS (KRAs) | Key Tasks |
|---|---|
| **Out-posting** | • Participate in out-posting to key agencies or locations in the community.<br>• Engage with key stakeholders related to out-posting to promote opportunities for young people.<br>• Relationships with internal and external stakeholders should effective and appropriate. |
| **Evaluation and reporting** | • Provide, input, advice, and information for the purpose of reporting (internal and external).<br>• Actively participate in the preparation, collection and evaluation of data. |
| **Incident reporting** | • Respond to incidents according to organisational policy.<br>• Report any incidents according to Area Manager and upload to Whitelion database according to organisational policy. |
| **Supervision and professional development** | • Actively participate in supervision with line manager on a fortnightly/monthly basis.<br>• Identify and engage in both formal and informal learning opportunities and ongoing professional development. |

## Key Selection Criteria

| ESSENTIAL REQUIREMENTS OF THE ROLE |
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| • Tertiary qualification in social work, psychology, youth work, community development or related discipline.<br>• Hold a current Victorian driver's licence with experience driving a manual vehicle, and must be willing to obtain a medium rigid driver's license.<br>• Hold (or obtain) a current Working with Children Check for employees, and undergo a Victoria Police check. |

| SKILLS AND EXPERIENCE<br>Please address each criterion, provide examples where possible. |
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| • An understanding of the health needs of young people who have high and complex needs and the ability to establish and maintain relationships with individuals and families.<br>• Experience and knowledge in case management and individual support and assessment with emphasis on trauma-informed practice, family and individual functioning, and adolescent development.<br>• Well-developed interpersonal, mediation and conflict resolution skills.<br>• Ability to exercise a high level of professional autonomy and responsibility in a community setting.<br>• Ability to work effectively independently and as part of a team.<br>• Current knowledge of local youth, mental health and other community health agencies and networks.<br>• Stakeholder engagement and network maintenance.<br>• Ability to provide referral pathways for the health needs of young people experiencing homelessness and/or engaged in street-based sex work.<br>• Advanced computer skills across the Microsoft Office Suite and highly developed verbal and written communication skills. |