

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Assessment & Referral Worker	Department	Community Programs - Services Portfolio
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	November 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

### ■ Position Summary

Australian Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts to make a real and lasting difference to the lives of people in Australia and overseas. The position's primary responsibility is to operationalise *Strategy 2020 – Goal 4: Improve the wellbeing of those experiencing extreme vulnerability*.

Reporting to the Team Leader, the **Assessment & Referral Worker** will contribute to enabling place-based operational goals and work plans for the Red Cross Homelessness Services Hub which supports people at risk of or experiencing homelessness through providing client-centred and accessible services and coordinated responses across the community services sector. The Homelessness Services Hub operates between Monday to Friday from 8:30am to 5:00pm, including public holidays. Hours may be subject to change in response to client need.

This Assessment & Referral Worker is responsible for working with 'at risk' individuals and families by engaging in comprehensive needs assessment and making referrals to appropriate services. The position will use innovative and evidence-based practices to assist people to access the homeless service system and support their transition out of homelessness or assist in preventing them from becoming homeless. The role will link across the housing and homelessness sectors, collaborating with a wide variety of organisations and services in order to meet the individual needs of people experiencing homelessness or at risk of homelessness.

The role will use a 'housing first' approach and operate from a strengths based and humanitarian framework. The position will ensure accountability to clients, stakeholders and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of is in line with organisational standards and legislative requirements.

Service users will benefit from this role's inclusive and person-centred approach whereby the client/consumer is at the centre of planning and delivery.

### ■ Position Responsibilities

#### Key Responsibilities – technical

As delegated by line manager contribute to case management support through the provision of direct services to the client. These services include but not limited to:

#### Assessment & Referral

- Provision of needs assessments which determine eligibility for the program and identify participant strengths, available resources and goals, including safety planning to ensure the most appropriate assistance available in accordance with the level of need and circumstances of the participant

- Provide referrals and advocacy where needed to access housing and homelessness services and specialist services e.g. drug and alcohol, mental health and other mainstream services
- Facilitate a supported referral process, where needed, to the most appropriate mainstream and specialist services
- Provide support to each client until appropriate referral is completed
- Contribute to creating a welcoming and supportive environment within the Housing Connections site
- Where requested, undertake a collaborative approach through partnerships to promote integrated responses
- Undertake coordination and network development activities that build the capacity of Specialist Homelessness Services to strengthen integrated working relationships between providers according to the identified level of client need
- Participate in team meetings to share information with other workers to maintain a consistent approach
- Maintain accurate records of all clients and ensure that relevant client interactions are documented in case notes as per organisational policy and program requirements
- Contribute to the required program output hours per annum, which requires the role to undertake a proportion of hours of needs assessment of case/service plans and needs assessment and management of case/service plans per month (as prescribed in Service Agreement ST1/ST4)
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client issues, grievances and complaints
- Operate in accordance with Homelessness Program Guidelines, Specifications and Requirements including Human Services Quality Framework and ensure that all internal mechanism and processes are undertaken to demonstrate compliance with Guidelines and Standards

### **Brokerage**

- In accordance with Red Cross and funder principles and guidelines, administer Brokerage funds in the context of case management plans and provide for the purchase of services and resources considered essential to achieve client outcomes

## **Key Responsibilities- general**

### **Humanitarian Placed Based and General Activities**

- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
- Undertake regular analysis of patterns of access for young people and ensure that this is provided to senior management to inform service planning
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- Actively participate in practice supervision and quality & practice improvement initiatives
- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation

### **Administration**

- Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Collect and action accordingly administration related correspondence, emails, and general enquiries pertaining to all aspects of the program under the guidance of the line manager

## **■ Position Selection Criteria**

### **Technical Competencies**

#### **Essential**

- Experience working with individuals and/or families with complex needs, in a community services' organisation or similar setting
- Proven understanding of the complexity of issues that contribute to homelessness in regional QLD
- Demonstrated knowledge of evidence based casework strategies and principles with proven experience in delivering services to people 'at risk' of and/or experiencing vulnerabilities

- Ability to minimise the risks which arise from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated experience of administering Brokerage funds
- Demonstrated understanding of reflective practice and continuous improvement
- Demonstrated experience in managing personal and professional boundaries
- Ability to perform all aspects of the role in a humanitarian and client focused way
- Ability to work directly with clients at risk of homelessness who have complex needs from a variety of cultural backgrounds, to achieve positive and sustainable outcomes.
- Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources
- Well-developed verbal and written communication skills
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team
- Sound proficiency in MS Office and client databases.

### Qualifications/Licenses

- Tertiary qualifications in social work, community services, human services or a related field and/or related experience
- Current and valid Australian Driver's License

### Desirable

- Applied knowledge of the role of volunteers and how they can add value

### Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters