

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Health Outreach Worker	Department	Community Programs – Services Portfolio
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	May 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0017324

### ■ Position Summary

The Health Outreach Worker will work with people to support them with their health and wellbeing recovery, through a case-management and consumer focussed approach building long-term relationships and providing holistic support. This role will support and guide those living with complex health and psychosocial needs to navigate and access appropriate health and other support services. This position will focus on providing opportunities, support and services to develop or redevelop skills, build independence, confidence and reconnect participants with the community ensuring that the services accessed by participants are coordinated, integrated and compliment other services in the local community. The Health Outreach Worker will provide direct and personalised assistance through outreach services, initiate referrals and linkages with appropriate services, as well as monitoring and reporting progress with line manager on a regular basis.

### ■ Position Responsibilities

#### Key Responsibilities

- Conduct comprehensive health assessments as required
- Work within a Recovery framework to provide health related support and advice as part of the case management plan
- Facilitate referrals to mainstream medical services and hospitals as part of the case management plan
- Actively advocate for clients with other services and government agencies where necessary, and assist in attendance to appointments (primarily medical) and transport to and from support services
- Participate in patrols of known homeless meeting places in order to identify and engage with rough sleepers
- Actively engage with rough sleepers and develop ongoing relationships with the intention of building trust and providing support services
- Actively participate and engage in case conferencing, interagency meetings, forums etc. for the development of services for homeless people
- Work with the outreach team to develop creative engagement strategies and solutions to issues facing individuals or groups of rough sleepers
- Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff
- Provide input into case planning and participate in case review meetings when required
- Ensure that the Program operates within budget guidelines, under supervision of the Team leader

- Ensure that a consumer focused approach is taken at all times, and that consumers are assisted in a manner based upon dignity, respect, maximizing independence, and builds their individual capacity and self-reliance
- Participate in regular and ongoing supervision and critical debriefing where appropriate and required.
- Ensure records are accurate and up-to-date including policies, procedures, client files, records and reports – both administration and financial
- Maintain the security and confidentiality of client files
- Contribute to office efficiency by communicating effectively with team members
- Ensure the provision of prompt and timely participant service to internal and external customers
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client, employee, volunteer and management issues, grievances and complaints.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated high quality casework and case management skills and practice and an ability to facilitate case management services to identify personal goals
- Previous experience working in human services within a community setting
- Experience in developing partnerships within the local community
- Ability to work in a consumer focused manner, based upon consultation and engagement with the participant and their family
- Working understanding of issues of mental health including impacts on the individual and their family
- Proven highly developed organisational and time management skills
- Excellent record management and general office administration skills
- Highly developed communication and interpersonal skills including effective empathy, listening and communications skills that are transferable to people from a wide range of backgrounds.
- Proficiency in MS Office or similar software and experience using databases.

### Qualifications/Licenses

- Relevant qualification and current registration in a Nursing or Allied Health profession
- A Working with Children check is a mandatory requirement for this role
- Current and valid Australian Drivers Licence.

### 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 | 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 |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