



CAAPS Aboriginal Corporation

Position Description

Position Title	Homelessness Outreach Worker
Area	Darwin Region, Northern Territory
Reports To	Family and Community Services Manager
Direct Reports	Nil

Position Purpose

The Homelessness Outreach Worker provides support to individuals and families who are homeless, at risk of homelessness, or may not otherwise approach or access a mainstream support service to secure or maintain stable accommodation.

Responsibilities

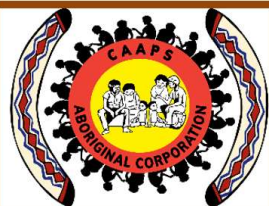
- Display a strength-based, client centred attitude by providing a caring and welcoming approach to vulnerable people.
- In the course of your duties, establish networks and relationships with remote and urban based communities and community organisations. Regularly liaise with internal and external service providers, ensuring a collaborative approach to supporting clients to achieve accommodation goals.
- Support client engagement associated with appropriate referrals to AOD treatment programs including engagement CAAPS and external services.
- Ensure all incidents/accidents and identified hazards are reported in accordance with the WHS policy and procedure e.g., lodging incident reports.
- Participate in quality assurance processes with a focus on continuous improvement, data collection, reviewing, evaluation and monitoring.
- Participate in all relevant planned training programs when required and seek to improve performance by gaining new skills and knowledge.
- Data entry and reporting as requested by management, including up to date entry of case notes, referrals, and revised case plans.
- Other related duties as required, and within the competences of the position to perform.

Key Performance Indicators

- Provide outreach programs to connect people who are rough sleeping to housing and health services in the Darwin and Palmerston Area.
- Support homeless people with substance misuse issues to access treatment and gain accommodation.
- Support services for children who are homeless or at-risk including contact with the education system.
- Support services for older people who are homeless or at risk of homelessness.
- Maintain a case load of 15 clients.

Key Selection Criteria

- Strength based approach and an understanding client vulnerability and trauma.
- Energetic, sets high goals and standards and strives to achieve them.
- Good verbal and written communication, competent administrative skills.



CAAPS Aboriginal Corporation

- Dedicated and careful with an appreciation of personal safety in dealing with situations outside of the immediate workplace.
- Demonstrated ability to work positively both as part of a multidisciplinary team and on an individual basis.
- Adhere to legislative requirements in dealing with vulnerable people.
- Contribute to a safe working environment by identifying potential hazards and responding in accordance with CAAPS Policies and Procedures.
- Contribute to continuous improvement.
- As a HOS worker you keep up to date with trends impacting homelessness and substance use to provide information and support to clients
- Conscious of and respectful of the exposure to personal and confidential information
- Willingness to maintain a drug free lifestyle, a drug test will be conducted upon employment and at random intervals as requested by management at any time.

Knowledge

- A knowledge of current local issues related to homelessness and AOD.
- Knowledge of social and cultural issues impacting Aboriginal and Torres Strait Islander Peoples.
- Understanding of Work Health and Safety requirements.
- Ability to modify communication styles to meet client's needs.

Experience in the following area is highly regarded

- Experience working with Aboriginal people with substance use issues including delivering community services.
- Experience in effectively to Aboriginal and/or Torres Strait Islander people.
- Demonstrated computer skills including MS Suite, email, and records management.

*Please provide the following **with your application**:

- Selection criteria responses
- Copies of any relevant qualifications
- Copy of current NT Driver's License (minimum C Class)
- Copy of current First Aid Certificate
- Copy of a Criminal History Check
- Copy of current Ochre Card (Category E), or evidence of application

Version : 2
Date created : June 2020
Amended date : June 2023
Approved by : **Chris Hammond, CEO**