

POSITION DESCRIPTION

Position Title	Mental Health / Homelessness Outreach Worker [.8 EFT]
Reports to:	Northern Team Leader
Location:	Northern Office, Rosanna working across the Local Government areas of Darebin, Banyule, Nillumbik and Whittlesea
Conditions:	Social Community Home Care Disability Award Services Award 2010
Grade / Classification:	Social Worker Class II, Year 1-3 (SACS Award 2000)
Last Updated	9 August 2010

ORGANISATIONAL INFORMATION

Organisational Budget:	\$2.5 Million
Overseeing:	0 direct reports
Employees:	18 FT, 19 PT, plus volunteers & casual staff

Organisational Context:

ARAFEMI'S mission is to promote and improve the well being of people affected by mental illness. ARAFEMI is an incorporated association and a registered community support service under the Mental Health Act 1986, providing psychiatric disability rehabilitation support services.

ARAFEMI Victoria works with a recovery-orientated approach as the basis for all its services, which include home based and intensive outreach support, PHaMs, respite, mutual self-help & support groups, advocacy, information provision, counseling and telephone support for carers. ARAFEMI also works in partnership with Eastern Health to manage a Prevention and Recovery Care service based in Mont Albert and COPES program at Koonung and Upton House and The Northern Area Mental Health Service (NAMHS) to provide support groups in the Northern Catchment.

ARAFEMI's core values include a strong belief in recovery for people with a mental health issue and their careers and the right to live with respect and dignity in a society that provides equality of opportunity.

OUTREACH CONTEXT

ARAFEMI offers Psychosocial Disability Rehabilitation Support Services (PDRSS) and has been providing outreach support for people with a psychiatric disability since 1981. Services are provided in the eastern suburbs across Boroondara, Manningham, Whitehorse and Yarra, in the north eastern suburbs; Darebin, Whittlesea, Banyule and Nillumbik and Greater Dandenong. We provide psychiatric disability support to approximately 90 people, either living in their own accommodation or residing in housing managed by ARAFEMI and partner agencies. Outreach offers the opportunity to engage with the person in his or her own environment, build relations and see the outcome of your engagement. We have a strong culture of teamwork and support, while at the same time promoting autonomy in the role to develop your creativity.

Mental Health / Homelessness Outreach Support

Intensive outreach positions (IOS) in psychiatric disability support services were created in 2000/01 to provide support for people with a mental illness and complex needs, who are homeless or at risk of homelessness.

The role provides an important outreach response to locate and support people who are homeless, at risk of homelessness and isolated as a result of serious mental health issues combined with multiple and complex needs. The eligible target group is likely to be perceived as having difficult or challenging behaviors. They may have had previous negative experiences with services and be fearful of rejection or a loss of independence. The program targets people living in the catchments of Darebin, Whittlesea, Banyule and Nillumbik.

Position Summary:

This role provides:

Assertive Outreach

- Requires initiating and maintaining contact with the target group, rather than relying on contact being made with the service. Workers take an individualised approach, as well as being patient and persistent.
- Locating potential clients on their own ground. It may involve regularly visiting places where people with a mental illness and complex needs may reside

Support

- A staff/client ratio of less than one to ten - usually about five.
- A capacity to have flexible contact with clients (either through outreach or telephone).
- Provision of some after hour's assistance for specific clients
- Working alongside CAT + MST teams to provide support to clients after hours in a crisis situation.
- Engage with this challenging client group to establish effective working relations and interventions
- Provide high quality, flexible, recovery focused outreach support in a manner sensitive to needs, including cultural, age and gender etc
- Manage a mixed case load of multiple and complex needs clients
- Maintain confidentiality and privacy
- Encourage individuals' participation in decisions regarding their use of services and enhancing their capacity to manage their health, social and welfare needs
- Provide crisis support as required
- Link people to mainstream and /or specialist services such as clinical mental health, drug and alcohol agencies, housing, physical health, social, leisure and recreational services
- Develop Individual Recovery Plans (IRP's) that are updated every 6 months in conjunction with partner agencies

Key Responsibilities and Duties:

Secure & Maintain Safe and Stable Accommodation

- Assisting clients to access appropriate housing
- Engage with clients in maintaining their home environment
- Engage with clients in managing rent and bill payments.
- Assist clients in resolution of conflicts with co-tenants.
- Attend house meetings as required.
- Collaborate in coordination of household maintenance tasks as required.
- Examine with the person future accommodation opportunities through the Office of Housing, private rented and other supported housing
- Ensure any Occupational Health and Safety issues are recognised and acted upon

Collaborative Partnerships and Working Relationships

- Maintain existing partnerships and joint working arrangements
- Participate in meetings as required
- Seek to develop new links and/or protocols with other individuals and agencies
- Work in a collaborative fashion that enhances the range of support services available
- Engage with, and provide support to Carers and other family members

Work within Relevant Legislation and ARAFEMI's Policies and Practices

- Develop practices in line with the Mental Health Act 1986, Privacy 2000 and Health Records Act 2001, Occupational Health and Safety Act 2004 as well as other relevant Acts and legalisation as well as ARAFEMI's ethos, policies and practices

Maintain Accurate Records

- Ensure that case notes and other client records are recorded accurately and maintained up to date
- Provide and contribute to reports as necessary
- Ensure all administrative tasks are carried out and kept up to date
- Ensure all work is monitored and recorded in line with Dept. of Health QDC reporting requirements

ARAFEMI

- Establish effective working relations with the existing outreach team as well as other staff and volunteers within ARAFEMI
- Take responsibility for continued learning via current research, attending learning opportunities such as courses, training days and conferences.
- Participate in staff, team and any external meetings as required
- Participate in direct supervision and team supervision
- Undertake any other duties as required by the Team Leader

Key Performance Indicators:

To be agreed as part of the Individual Development Plan

Selection Criteria

Candidates are asked to reply to each of the following criteria. Candidates should outline their relevant experience at a senior level, using examples to illustrate their experience.

1. Relevant tertiary qualifications within the human service field (social work, psychology, community welfare) and / or extensive relevant experience
2. Demonstrated understanding of mental illness / homelessness and its effects
3. Ability to engage with and provide assertive / intensive psychiatric disability outreach support to people who have a mental illness are homeless, at risk of homelessness and may have complex needs and drug/alcohol issues.
4. Demonstrated understanding of psychosocial rehabilitation, accommodation and interventions that can be applied when working with this group
5. Demonstrate a commitment to Recovery and Strengths orientated approaches within mental health
6. Demonstrate a capacity to engage with, and empower people to achieve their own goals within a structured individual recovery plan
7. Have an advanced understanding of the mental health system, its components, roles and relationship between the clinical services and the PDRSS sectors
8. Have the ability to build collaborative relationships with your team, carers/family and other agencies, such as clinical mental health and community support services
9. Have the ability to manage crisis
10. Demonstrate excellent problem solving skills, conflict resolution and the ability to work autonomously and accountably
11. Good communication and interpersonal skills
12. Have the ability to inspire, be innovative and motivate others
13. A current Victorian Drivers License

ARAFEMI is an equal employment employer. ARAFEMI encourages culturally and linguistically diverse persons to apply for this position.

How to apply

Written applications must include a one page cover letter and your CV with 2 referees (these will not be contact without your prior approval). Applications must also address the selection criteria outlined in the Position Description. Forward applications to:

Private and Confidential
Sarah Rosenberg
ARAFEMI
PO Box 83
Hawthorn
VIC3122

or email to: sarah.rosenberg@arafemi.org.au

Contact Sarah Rosenberg on 03 9810 9300 for further enquiries

Closing Date for Applications: 5.00 pm Friday 17 September 2010



Terms and Conditions

The successful applicant must undertake a Police Check prior to commencement and is subject.

The position of Mental Health Homelessness Worker is a .8 EFT position and is funded for a two-year period. The Mental Health Homelessness Worker will enter an employment contract which sets out all terms and conditions of employment, including remuneration and an attractive salary packaging opportunity.

AUTHORIZATIONS

Title	Signature	Date
Sarah Rosenberg: Human Resources		
Executive Director:		
Applicant		

Date Written: ____/____/____

Date Revised: ____/____/____