Position Description

Position Title	Outreach Support Worker
Position Type	Casual
Award/Agreement	Social, Community, Home Care and Disability Services Industry Award (MA000100) https://library.fairwork.gov.au/award/?krn=ma000100#_Toc136980842
Reporting To	Radiance Manager
Location	Regions: • Cowaramup – Margaret River – Augusta region • Dunsborough – Busselton – Dalyellup region • Bunbury – Australind – Collie region

Overview of Radiance Network South West Inc

The Radiance Network South West (Radiance) was launched in November 2017 in response to community demand and recognition that there wasn't enough awareness, support and services for families in the South West region struggling in the perinatal period. Radiance is a product of partnership and collaboration, with a vision to provide a platform to bring services together to support, build resilience, and enhance the emotional wellbeing of parents to strengthen family relationships. Radiance also aims to raise awareness around perinatal anxiety, depression and adjustment disorders, and facilitate better pathways to care.

Position Overview

The South West regional community receives an early intervention 1:1 perinatal advocacy/support mental health service for mothers/families disengaged and isolated due to perinatal mental ill-health.

Outreach outcomes

- Clients receive up to eight 1 to 2-hour visits.
- Outreach workers use a 'soft-door' approach, supporting recovery and relationship outcomes for mothers/families who are isolated due to perinatal ill mental health.
- Staff have over-arching aims to support, build resilience, and enhance the emotional wellbeing of parents to strengthen mother/baby bonds, family dynamics and social connection.
    - Development and supports for client self-directed and paced 'living' recovery plans.
    - Inter-referral advocacy and support for engagement.
    - Supported pathway to Radiance Peer support groups and Mother-Baby Nurture Program and other community supports.

Client outcome indicators

- Insight of personal health and helpful personal life choices and self-motivation for 'living' helpful life style choices.
- Knowledge of, and confidence to, engage with available supports/services.
- Developed self-directed, self-paced recovery plan.
- Improved confidence in parenting and bonds with baby and improved family dynamics.

Client assessment methods

- Client self-assessment (quantitative).
- Client pre and after service assessments (qualitative).
- Radiance/client observation assessments (quantitative).
- Required regular project reporting.

Key Responsibilities

Please refer to the position characteristics, responsibilities, KSAOs & relationships as outlined in the Social, Community, Home Care and Disability Services Industry Award (MA000100), you can find this online: https://library.fairwork.gov.au/award/?krn=ma000100#_Toc136980842

Please ensure you review the details associated with the Level as mentioned in your employment contract.

Client sessions

- Plan visits with mothers collaboratively reflecting co-design principles.
- Educate participants on expectations and general guidelines to ensure the families' and your physical, emotional and cultural safety.
- Facilitate weekly/fortnightly appointments fostering connection, recovery, inclusion and empowerment.
- Communicate with clients before and after sessions to ensure ongoing engagement and wellbeing.
- Monitor and respond to participant distress or deterioration, following Radiance's escalation procedures.
- Ensure Occupational Health and Safety (OHS) standards are met for clients and staff.
- Support clients' transitions out of the Outreach program through discussion, assessment and referral to additional supports (e.g. the Radiance Support Group).

Administration

- Operate within Radiance's governance framework, policies and procedures, ensuring alignment with industry safety and quality requirements.
- Attend staff meetings, supervision and training as required to maintain skills, reflective practice and peer-support competencies.
- Maintain accurate, confidential client records and data in line with privacy legislation.
- Complete debriefing templates, risk reports and documentation as required.
- Participate in quality improvement activities and contribute to evaluation of the program's effectiveness.
- Undertake quarterly professional supervision with an approved supervisor to ensure ongoing reflective practice.
- Conduct case conferencing with staff and relevant stakeholders to support collaborative care.
- Develop and maintain positive relationships with partner agencies and the broader community to support integrated care pathways.

Referral management and advocacy

- Conduct intake and assessment (face-to-face and by phone) to determine eligibility for Outreach engagement and your safety at the client's premises.
- Support clients through informed consent, orientation and safety planning.
- Advocate for clients where appropriate, supporting access to additional or alternative services.
- Escalate client needs or safety concerns in accordance with Radiance procedures.
- Promote self-determination and supported decision-making.

Selection Criteria

1. Lived experience with perinatal mental health challenges and commitment to using that experience to support others.
2. Certificate IV (or equivalent) in Mental Health.
3. Demonstrated ability to facilitate peer support in a safe, recovery-oriented, culturally responsive and trauma-informed manner.
4. Proven capacity to work both independently and collaboratively within a team environment.
5. Understanding of quality and safety systems, including incident reporting, confidentiality and professional boundaries.
6. Demonstrated commitment to partnership with consumers and continuous service improvement.
7. Own a safe and insured vehicle for travel to and from clients.

Eligibility

Employees will be required to:

- Provide minimum proof of identity requirements.
- Hold current First Aid certificate and hold, or obtain, a Mental Health First Aid certificate.
- Hold or obtain a valid Working With Children Check.
- Provide a National Police Clearance (less than 12 months old).
- Hold a current C Class driver's licence.

Employee guidance and disclaimer

Each party should seek independent legal advice on this contract and should consider whether this contract is suitable for their specific employment arrangement.

This contract has been prepared by the employer using an online contract tool which generates simple template employment contracts based on a series of questions about the proposed employment arrangement. You are entitled to discuss the proposed employment arrangements and negotiate the terms of your employment contract with the employer.

The owner of the online contract tool makes no warranties or representations that any employment contract will comply with all applicable laws, will be complete, or will be appropriate for a particular employment arrangement.

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The parties agree not to commence any action, claims, proceedings or demands, in any court, tribunal or otherwise, against the owner of the online contract tool in connection with any loss or damage suffered by a party which arises out of or in connection with use of the online tool or this contract document.