

## Position Description

### Rural Outreach Worker



#### Our Vision:

Leading our communities to excellence in integrated health and community services.

#### Our Mission:

To provide people of all ages with access to quality, person-centred care in the Mallee.

#### Our Philosophy:

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

#### Our Services:

Mallee Track Health and Community Service (MTHCS) is classified as a multipurpose service (MPS) and provides a range of services across all the Mallee Track Communities; a total area of 18,000 square kilometres. MTHCS services include community and district nursing, a broad range of community and allied health services, neighbourhood houses, early childhood education and care, and access to primary health care. In addition, medical clinics, acute medical care, urgent care and residential aged care are provided at Ouyen and Sea Lake.

#### Public Sector Values

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to subscribe to the following values:

- **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.
- **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

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## MTHCS Values

- **Accountability:** We define our expectations and are accountable for our actions.
- **Excellence:** We set high standards and continually strive to improve on them.
- **Compassion:** We treat everyone with care, respect and dignity.
- **Teamwork:** We work collaboratively and in the spirit of partnership.
- **Integrity:** We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency:** We are open and honest and embrace positive change.

### **Mallee Track Health and Community Service is a smoke free workplace**

**DEPARTMENT:** Social Support / Community Services

**POSITION TITLE:** Rural Outreach Worker

**RESPONSIBLE TO:** Social Worker

#### **POSITION STATEMENT:**

The role of the Rural Outreach Worker is to increase the capacity of all services whom provide support in the rural communities within the Mallee Track catchment, to respond to individuals who are in psychological distress and may be showing early signs of mental ill health. The Rural Outreach Worker will respond to a person's need for immediate support and assist them to navigate and access the human and mental health services they need in a timely manner, to support the prevention of escalating mental health unwellness. **The Rural Outreach Worker does not provide counselling, therapeutic or clinical interventions; their responsibility is to respond to the person's immediate needs and connect them with the service or supports that best meets their need.**

#### **KEY SELECTION CRITERIA:**

##### **Essential:**

- Mental Health First Aid qualifications.
- A sound knowledge of the Mallee Track catchment communities, its families and services.
- Experience providing social support services with an emphasis on mental health conditions.
- An ability to apply practical solutions to client needs.
- A professional understanding of suicide prevention strategies and the ability to empathise with a diverse range of individuals and organisations.
- A proven ability to gain community acceptance and to develop relationships and networks with visiting and /or funded service providers whom offer human service and mental health supports in the region.
- High level oral and written communication skills including a proven ability to provide a consumer focused service.
- Works within the "Delegations of Authority" and scope of practice consistent with the role.
- Ability to work independently and as part of a team.
- Current Victorians Drivers Licence.
- Current Police Check.
- Current Working with Children's Check.

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**Desirable:**

- Previous experience in a similar role.
- Complies with all MTHCS policies and procedures and familiarises with policies and procedures relevant to the position.
- Accepts accountability for own actions and seeks guidance from an appropriate senior leader when limited by own level of expertise.
- Ensures all patients, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from bullying, harassment and discrimination.
- Collaborates with multidisciplinary team members to achieve desired outcomes.

**KEY RESPONSIBILITIES:**

- Provide a person-centred, non-clinical approach to support a client's recovery.
- Facilitate increased access and referral to mental health services, health information and mental health networks.
- Be part of a team which is responsible for responding to and helping to identify people at risk of suicide and mental illness in Mallee Track catchment communities.
- Build capacity and resilience within the community to identify persons at risk by providing education to communities to reduce stigma and support awareness.
- Collaborate and develop relationships with other organisations providing counselling, support and other services to rural communities.
- Keep timely records and all data necessary for client and organisation management and research requirements.
- Providing appropriate support and competent referral for clients in need of such support particularly those at risk of suicide.
- Establishing a client base within rural communities, and developing networks of support with other organisations that provide services to rural communities.
- Raising awareness of the program within the rural community to engender trust with potential clients.
- Maintain confidentiality at all times.
- To be able to work autonomously but also within a team environment.
- Understand and comply with all relevant legislative requirements applicable to the role.
- Be prepared to undergo further training in the field of Mental Health and/or Suicide Intervention as directed by the SAC.
- Other duties relevant to the employee's qualifications and experience as directed by the SAC.

**Organisational:**

- MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to ensure compliance with relevant regulatory requirements and MTHCS policies and procedures.
- Support systems that provide safe, high quality care that increases patient experience and patient centred care.
- To comply with MTHCS Code of Conduct.
- To ensure that MTHCS Infection Control guidelines are fully implemented.
- Demonstrate awareness and understanding of diversity and culture.

**Child Safe Organisation**

- Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

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**OCCUPATIONAL HEALTH & SAFETY AND ENVIROMENTAL** - All MTHCS employees will:

- Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment provided for health and safety purposes.
- Obey reasonable instructions given by MTHCS in relation to health and safety at work.
- Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
- Comply with all MTHCS OHS policies and procedures.

Ensure they do not interfere with or misuse anything provided in the interests of health and safety

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

**COMPULSORY TRAINING**

As per the schedule

**PERFORMANCE APPRAISAL**

Conducted as per appraisal schedule.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

**Signed:** \_\_\_\_\_  
(staff member)

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Print Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_  
(supervisor)

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Print Name:** \_\_\_\_\_

☐ cc: Personnel File

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