

Rural Outreach Worker

DEPARTMENT: Community Services
RESPONSIBLE TO: Rural Connection Team Leader

The Role

The Rural Outreach Worker provides person-centred, non-clinical support to people experiencing vulnerability, disadvantage, social isolation or difficulty accessing services. The role responds to a person's need for support and assists them to navigate and access appropriate services and supports in a timely manner.

The Rural Outreach Worker does not provide counselling, therapeutic or clinical interventions. The role is not intended to provide ongoing case management or individual support; rather it provides short-term assistance, service navigation and supported referrals to connect people with relevant ongoing services and supports where required. The Rural Outreach Worker also provides information, practical support and service navigation to carers through MTHCS' Carer Support Program; this includes individual assistance and facilitation of Carer Support Groups.

Key Responsibilities

- Work in accordance with the MTHCS Social Model of Care
- Provide a person-centred, non-clinical approach to support people's needs
- Facilitate access to information and referral into services that support wellbeing
- Deliver programs within the community to support vulnerable people and carers
- Collaborates with the team and with other services
- Works within the "Delegations of Authority" and scope of practice consistent with the role.
- Keep accurate records and all data required
- Maintain privacy and confidentiality
- Understand and comply with all relevant legislative requirements applicable to the role.
- 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.
- Other duties as directed.

Key Selection Criteria

Essential:

- Diploma of Community Service or similar qualification (or willingness to work towards.)
- Willingness to undergo education and skill development applicable to the role
- Mental Health First Aid qualifications (or willingness to obtain.)
- Ability to develop rapport with a diverse range of individuals and organisations.
- Demonstrate awareness and understanding of diversity and culture
- A proven ability to develop relationships with service providers
- Ability to work independently and as part of a team.
- Current Victorians Drivers Licence.

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- Current Police Check.
- Current Working with Children's Check.

Desirable:

- Previous experience in a similar role.

Our Vision

Leading our communities to excellence in integrated health and MTHCS

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 is a multipurpose service (MPS) for all Mallee Track Communities encompassing a total area of 18,000 square kilometres. The health services include General Practice Clinics and Urgent Care at Ouyen and Sea Lake, Acute and Sub-Acute inpatient and outpatient services at Ouyen and Sea Lake, Community Aged Care and Residential Aged Care at Ouyen and Sea Lake. The community services include Allied Health, Delivered Meals, Community Transport, Social Support and Leisure and Lifestyle activities for Ouyen and Sea Lake as well as Early Years education and care for Ouyen, Sea Lake, Underbool, Murrayville and Manangatang. Community development activities include Rural Outreach and Neighbourhood Houses.

Our 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.

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 uphold these 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.

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- **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.

Mallee Track Health and Community Service is a smoke free workplace

Child Safe Organisation

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

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.

Acknowledgement

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: _____ Date: ____/____/____
Staff Member

Print Name: _____

Signed: _____ Date: ____/____/____
Manager

Print Name: _____

☐ cc: Personnel File

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