

POSITION DESCRIPTION

Your position title:	Outreach Worker – Safe Night Out
Your classification title:	Service Delivery Officer
You are responsible to:	Service Co-ordinator
Your Service Stream:	Health and Wellbeing Services
Your position objective:	The Outreach Worker is responsible for support services to address alcohol-fuelled violence across designated Safe Night Precincts
Your key relationships:	Team Leader Service Coordinator Service Delivery staff

Your Key Responsibility Areas (KRAs):

KRA 1: People and Performance (Strategic Plan reference – Priority 7)

Key responsibilities	Indicator
1.1 Contributing to a culture of innovation performance and cooperation, according to the Organisation's Vision, Values and Code of Conduct	<ul style="list-style-type: none"> ▪ Consistent demonstration by all people of the Organisation's values and a commitment to the principles of the Organisation at all times ▪ No less than 100% active engagement in the quality and service improvement systems
1.2 Ensuring that all people consistently embrace and demonstrate a commitment to the principles and philosophy of the Organisation	
1.3 Engaging with and supporting the Organisation's Quality Management Systems including the submission of Improvement / Feedback Notices to ensure the continuous improvement process is part of everyday life of the Organisation	

KRA 2: Maximising Client Outcomes (Strategic Plan reference – Priority 1)

Key responsibilities	Indicator
<p>2.1 Contributing to a service delivery culture that reflects positively on the Organisation and is aligned to the Organisation's Vision, Mission, Values, Code of Conduct, Administrative Systems and compliance</p> <p>2.2 Within the identified service stream, adhere to responsibilities for the performance of the relevant Service Stream</p> <p>2.3 Delivering on the achievement of high quality outcomes for clients in line with the delivery requirements of the contract and performance expectations of the Organisation</p> <p>2.4 Identifying and supporting integrated service solutions for clients across service streams</p> <p>2.5 Ensuring the achievement of profitable service delivery that contributes to the sustainability of the Organisation</p>	<ul style="list-style-type: none"> ▪ Reliable delivery of services that are of a high quality, profitable, delivered in a safe manner, culturally and linguistically relevant, flexible and responsive to their changing needs and priorities will be determined through, but not limited to: <ul style="list-style-type: none"> ➢ Results of client and staff feedback ➢ Results of Standards Audit ➢ Results of annual departmental audits and feedback ➢ The achievement of Strategic, Divisional and Regional Plans ➢ Performance results reported monthly, quarterly and in annual reports against agreed Organisation performance benchmarks

KRA 3: Finance and Assets (Strategic Plan reference – Priority 8)

Key responsibilities	Indicator
<p>3.1 Contributing to and supporting the achievement of benchmarks and performance expectations and thereby ensuring the sustainability of the Organisation</p> <p>3.2 Supporting and delivering against a culture that ensures our activities generate a social surplus and contribute to the future sustainability of Community Solutions</p>	<ul style="list-style-type: none"> ▪ Accountability is measured by agreed financial measures (e.g. profit, revenue and cost control), the achievement of service targets and compliance with all contractual requirements and includes: <ul style="list-style-type: none"> ➢ Monthly reporting on progress against the relevant program requirements ➢ Meeting or exceeding contractual measures

KRA 4: Enhancing local and regional capacity (Strategic Plan reference – Priority 2)

Key responsibilities	Indicator
<p>4.1 Assist in the identification and development of opportunities as outlined in the Regional Development Plan, to identifying issues and opportunities where Community Solutions can enhance the service, asset and partnership capacity of local communities and development of the region</p>	<ul style="list-style-type: none"> ▪ Achievement of key targets within the Regional Development Plans

KRA 5: Facilitation, Amalgamations, Alliances and Networks (Strategic Plan reference – Priority 4)

Key responsibilities	Indicator
5.1 Support a culture where productive partnerships and relationship are developed with community, industry, government agencies, service partners and other complementary program providers, within and beyond the region	<ul style="list-style-type: none"> ▪ Tangible evidence of continuing and additional business, service and partnership development across the region

KRA 6: Building business diversity (Strategic Plan reference – Priority 3)

Key responsibilities	Indicator
6.1 Assist in the identification of local and regional opportunities to build and diversify our regional and group service, asset and partnership strategy	<ul style="list-style-type: none"> ▪ Accountability will be measured, within and beyond the region by, but not limited to: <ul style="list-style-type: none"> ➢ Working collegially with the Regional Management Team to identify, secure and establish additional and/or diversified services ➢ Utilising existing professional contacts and expertise to support business and service growth and diversification

KRA 7: Excellence in Business (Strategic Plan reference – Priority 9)

Key responsibilities	Indicator
7.1 Participate in a culture of continuous improvement and identification of opportunities for improvement 7.2 Maintain a high level of understanding of and compliance with relevant legislative requirements and other relevant guidelines, Codes of Conduct and Organisational policy and procedures	<ul style="list-style-type: none"> ▪ Accountability will be measured by, but not limited to: <ul style="list-style-type: none"> ➢ High level of understanding and compliance with the quality framework contained on SharePoint ➢ Numbers of improvement/feedback notices <ul style="list-style-type: none"> ➢ Understanding and adherence to our Values, Code of Conduct, Service Guarantee and legislative requirements ➢ Contribution to the continuous improvement of the Organisation

KRA 8: Workplace Health and Safety

Key responsibilities	Indicator
8.1 Actively supporting the Organisation's Workplace Health and Safety systems and initiatives through: <ul style="list-style-type: none"> ➢ Ensuring compliance with all the Organisation's Workplace Health and Safety policies and procedures to ensure that safety in the workplace is upheld in all day-to-day operations ➢ Ensure vigilance for situations that may cause a safety risk and taking steps to minimise the risk through prompt identification and reporting of potential hazards in the workplace ➢ Utilising risk management in all activities ➢ Ensure reporting of any accidents and incidents as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence 	<ul style="list-style-type: none"> ▪ All policies and procedures read and full compliance with such at all times ▪ Prompt hazard identification reporting and incident/accident notification to WH&S Officer

Your Delegation of Authority:

Not applicable.

Your specific responsibilities defined in:

Service Schedule

Personal and Competency Profile:

	Required	Desired
Experience and knowledge	<ul style="list-style-type: none">• Demonstrated knowledge of and active involvement in the region• Demonstrated ability, skills and experience to operate professionally and collegially at a team level both internally and externally• Track record in delivering service outcomes• Demonstrated ability to acquire knowledge of contracts and contract requirements relevant to Community Solutions• Competent with the Microsoft suite of software packages• Current Drivers Licence	<ul style="list-style-type: none">• Not-for-profit experience• Tertiary qualification in Drug and Alcohol, Social Sciences, Community Services, or other relevant discipline• Demonstrated ability in case management practices in mental health and/or drug and alcohol settings• Well established networks and involvement in a social services environment• Good understanding of the Social Services environment in Australia and, in particular, Queensland
Values and behaviours	<ul style="list-style-type: none">• Ability and willingness to behave and work in accordance with the organisational values• Ability to work with others collaboratively to achieve collective outcomes• Self-motivation and achievement orientation• Flexible and energetic approach with a commitment to continuous improvement	

Employee Acknowledgement / Agreement:

I acknowledge and agree that I have read, understood and accept the above Position Description as part of the terms and conditions of my employment with Community Solutions Group Limited.

[acceptance_status]

[acceptance_date]