

SERVICE SCHEDULE
OUTREACH WORKER – SAFE NIGHT SUPPORT SERVICE (Rockhampton)
HEALTH AND WELLBEING SOLUTIONS

KEY OBJECTIVE AND SCOPE

Safe Night Out will deliver support services to address alcohol-fuelled violence across designated Safe Night Precincts. The service will increase the safety and wellbeing of vulnerable people and those at risk of harm to themselves and to others due to the influence of alcohol and other related substances.

The Outreach Worker will:

- Provide basic first aid, care and support to individuals who need assistance as a result of intoxication or the intoxication of others
- Provide critical support for those in need as a result of homelessness or other social disadvantage
- Work collaboratively with QPS, QAS and the local business community to reduce the incidence of injury and accidents involving patrons of licensed premises

RESPONSIBILITIES AS REQUIRED:

Responsibility
<ul style="list-style-type: none"> • Be available onsite for late night Friday and Saturday on street duties between the hours of 10pm and 3am • Able to make autonomous decisions whilst working with a team of volunteers • Identify and assess risk level for self, volunteers and the general public and respond appropriately, calling on other support and emergency services when required • Promptly respond to emergency and non-emergency situations calmly and efficiently • Be aware of environmental risk factors associated with late night on street patrols and maintain volunteer safety • Maintain accurate records including shift procedures, patrol and critical incident reports • Work collaboratively and maintain relationships with relevant stakeholders including emergency service, licensees and venue security • Actively participate in line management and a commitment to continuous improvement through service development opportunities • Contribute to a work environment that enhances teamwork, trust and loyalty • Engage in organisational processes where relevant
Role Capabilities
<ul style="list-style-type: none"> • Computer literate • Sound decision making skills and effective negotiation skills • Effective relationship building and maintenance skills • Openness and responsiveness to change

- Ability to plan, organise and manage time effectively and be self-directed

Special Conditions

Required to:

- Complete a confidentiality agreement that requires employees to keep staff, volunteer, client and organisational information confidential
- Prior experience in a community support focused position
 - Undertake a Working with Children check (Blue Card) conducted under the terms of the Child Protection Act 1999
 - Maintain a satisfactory Federal Police Record
 - Maintain a current Queensland Driver's License
 - Maintain current Senior First Aid qualification

DESIRABLE EXPERIENCE AND QUALIFICATIONS:

- Tertiary qualifications in Social Sciences, Community Services and/or Paramedic certification
- Other substantial experience with emergency services
- Relevant experience in alcohol and other drug support services and/or mental health support services.
- Understanding of client case management practices and outcomes.

Acknowledgement and Understanding:

This document forms part of the Position Description for the relevant role and outlines the responsibilities as required under the above Service / Program.

I have read, understood and accept the above Service Schedule.

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Employee's Name (printed)

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Signed

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Date