Position Description: Youth AOD Assertive Outreach Worker- Mobile health Access Point Service

Vision: A community where all young people are valued, included and have every opportunity to thrive

Purpose: To enable young people experiencing serious disadvantage to access the resources and support they require in order to lead healthy and fulfilling lives.

Values:

- **Honesty**: We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.

- **Empowerment**: We create a positive environment for staff and young people to make valuable contributions.

- **Acceptance**: We accept and value the diversity of people, cultures and life’s experience.

- **Respect**: We respect the rights of others and treat others as we would like to be treated.

Location: Sunshine VisyCares Hub – commence working day from cohealth office Footscray

Employment Status: 0.8 FTE Fixed term contract to 30th June 2018

Remuneration: Annual salary (SCHCADS Level 5 dependent on qualifications and experience) plus 9.5% Employer superannuation, salary packaging

Responsible to: Team Leader MhAP Program

Key responsibilities: Direct Service Activities, Referral Networks and Pathways, Administration, Program Development and Evaluation, Service Promotion

Program:

The Mobile health Access Point (MhAP) service is a newly established assertive mobile health service funded by the North Western Primary Health Network and will be delivered in partnership with cohealth and the North and West Metro Alcohol and Other Drug Service (N&WMAODS). The MhAP is an outreach service that offers a ‘soft entry point’ to primary health care services for young people who use drugs by engaging them in locations in the Western Metropolitan Region of Melbourne where they are known to frequent. The MhAP model is based on evidence-based principles of harm minimization, client-centred care, brief intervention, care coordination and cultural safety.
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Primary Purpose:
The MhAP outreach service targets young people with problematic substance use issues who are not engaging with AOD services. The youth worker is a member of a small multidisciplinary team delivering quality primary health care services including assessment, brief intervention and review of the health care of young people from an assertive outreach health bus. The bus will be located in areas where young people frequent – Werribee, Melton and Sunshine and targets those who are using high levels of substances by creating opportunities to engage with them around their immediate health needs, as well as provide supported referral to other services. The MhAP outreach bus will operate Wednesdays to Fridays in the afternoon and early evening.

The YSAS youth outreach worker supports young people who are experiencing a range of challenges with their alcohol and/or drug use. YSAS works on the premise that young people are experts in their own lives and workers provide them with support to make informed decisions.
## Key Responsibilities

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<th>Key Area</th>
<th>Key Responsibilities</th>
<th>Agreed Achievement</th>
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| **Direct Service**                      | • Provide assessment, brief intervention and support to young people accessing the outreach MhAP bus around AOD issues within a harm minimisation framework  
• Facilitate a range of responses that meet the young persons assessed needs such as AOD and primary health,  
• Develop strategies and interventions that connect and engage young people with their local networks, communities and relevant CSOs;  
• Implement health promotion activities in conjunction with other MhAP staff, in consultation with service users and local stakeholders.  
• Provide assistance to other MhAP team members in their service delivery from the bus  
• Model appropriate behaviour and facilitate positive communication with young people.  
• Advocate on behalf of young people, as required.                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                             |
| **Referral Networks and Pathways**      | • Provide referral and links to a range of youth services including AOD and primary health services.  
• Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination and ensure that client needs are met in an effective and timely manner.  
• Provide secondary consultation to internal and external services.  
• Attend relevant network meetings as requested.  
• Demonstrate professional and ethical communication with all networks.  
• Articulate YSAS relationships based approach with relevant stakeholders.                                                                                                                                                                                                                 | • Collaborative partnerships and networks with relevant stakeholders established and maintained in order to achieve goals  
• Attend network meetings in order to maintain positive relationships.  
• Develop an understanding of YSAS practice frameworks.                                                                                                                                                                                                                                            |
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| Administration                 | • Ensure client data entry is up to date, is accurate and meets organizational requirements  
• Prepare reports as required.  
• Adhere to petty cash procedures  
• Ensure relevant client data is up-to-date, accurate and meets both organizational and legislative requirements;  
• Ensure OHS issues are recognized and acted upon  
• Participate in regular supervision with the MhAP Team Leader                                                                                       | • Complete administrative tasks, meetings and organizational procedures as requested  
• Complete reports as specified by the management team                                                                                                                                                               |
| Program Development and Evaluation | • Contribute to and participate in the evaluation of the MhAP program.  
• Contribute to continuous quality improvement in relation to service delivery.  
• Collaborate with other support services and community based activities to integrate support and provide optimal service provision.            | • Ensure quality improvement is adhered with YSAS procedures.  
• Ensure effective service is delivered and referral pathways are specific to the specific group                                                                                                                                 |
| Continuous Improvement         | • Contribute to continuous quality improvement in relation to service delivery;  
• Participate in team development, peer and clinical supervision.  
• Participate in relevant training to extend and expand professional therapeutic skills.  
• Participation in ongoing monitoring of the program;  
• Include clients in the evaluation of the service where appropriate;  
• Collaborate with other support services and community based activities to integrate support and provide optimal service provision. |                                                                                                                                                                                                                     |
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<td>Professional Conduct and Relationship Management</td>
<td>• Adhere to all YSAS’ policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy</td>
<td>• On every occasion YSAS is represented ethically and professionally.</td>
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<td>• Demonstrated commitment to YSAS’ organisational values</td>
<td>• Good working relationships with stakeholders</td>
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<td>• Provide highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves</td>
<td>• Organisational needs understood</td>
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<td>• Undertake proactive identification and on-going management of stakeholders, including suppliers and auditors</td>
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<td>• Participate in stakeholder and promotional activities</td>
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<td></td>
<td>• Work collaboratively with the MhAP team and staff across YSAS to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services</td>
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Position Requirements

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<tr>
<th>Education</th>
<th>Relevant tertiary qualifications in AOD, Youth Work, Community Services or other health related qualifications (i.e. Social Work, Youth Work, Family Studies, etc.).</th>
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<tr>
<td>Experience</td>
<td>Minimum of two years professional experience in similar position</td>
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<td>Knowledge and Skills</td>
<td>Knowledge of and understanding of the key issues facing young people.</td>
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<td>Ability to remain calm in challenging situations and work with young people who present in an intoxicated state or with mental health concerns</td>
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<td>Well organised but able to be flexible and manage competing priorities and deadlines.</td>
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<td>Excellent written and oral communication skills, as well as highly developed interpersonal skills.</td>
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<td>Good judgment, able to influence others and seen as a credible source of advice</td>
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<td>Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions.</td>
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<td>Personal qualities</td>
<td>A team player, able to work in a collaborative way.</td>
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- Supreme tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion.
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.
- Commitment to YSAS’ values and a working style that reflects these.

Other Requirements
- Current Victorian Driver’s Licence – Rigid licence highly desirable
- Current and ongoing successful National Police check
- Current and ongoing Working With Children Check
- Desirable - Current First Aid (Level 2) certificate

Key Selection Criteria

1. Experience in working with young people with complex needs in an outreach setting and ability to support young people who present intoxicated and/or with mental health concerns.
2. Demonstrated understanding of adolescent development and an ability to practice a range of interventions, including complex assessments, and case review. In addition, an understanding of responding to crises, and accessing other support services.
3. Highly developed engagement and communication skills with young people from a range of backgrounds (including cultural awareness) and age groups, including the ability to model appropriate behaviours and motivate young people.
4. Demonstrated experience of participation in co-operative and collaborative work practices with other service providers (youth justice, police, child protection, out of home care providers) and community.
5. Ability to work as part of a team and a clear understanding of effective team work.
6. Capacity and willingness to work flexible hours, including evening work.
7. Demonstrated experience of participation in co-operative and collaborative work practices with other service providers and community groups, including well developed liaison and networking skills.
8. Demonstrated skills in written communication, including report writing and data recording.
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I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

SIGNED

__________________________________________________________
Youth AOD Assertive Outreach Worker - Mobile health Access Point Service
Name:
Date:

__________________________________________________________
Team Leader MhAP Program
Name:
Date: