



**Rural Alive and Well Inc.**  
**RURAL OUTREACH WORKER --- POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Rural Outreach Worker – Southern Tasmania</b>
<b>LOCATION:</b>	Oatlands
<b>EMPLOYMENT CONDITIONS:</b>	Full- time contract to 30 <sup>th</sup> June 2016
<b>PAY SCALE</b>	\$60,000 - \$65,000
<b>IMMEDIATE SUPERVISOR:</b>	Outreach Team Leader South

**OVERVIEW:**

Rural Alive and Well Inc. was born in 2007 as a result of drought that had started take serious effect on the farming communities throughout Tasmania. Rural Alive and Well Inc. or RAW as it is commonly known as is a not for profit organisation formed to raise awareness of suicide prevention and community well-being through its motto of..... *talk to a mate*.

Our objective is to provide quick response through early intervention to people at risk of harm and to promote help seeking avenues for individuals and communities experiencing mental health and welfare issues.

The principal goal for which RAW was established is to create a strong, resilience and capacity of individuals and their families and the community to react to challenging life experiences with particular emphasis on mental health with a special focus on suicidal tendencies.

Rural Alive and Well Inc. Outreach Workers are mobile each day which means they are continually within reach of individuals and communities. This provides a quick response and on many occasions outreach workers have called in and visited people who are isolated and struggling only to find a crisis in progress.

RAW Outreach workers are very aware that people are sensitive about personal issues and offer to meet them in a more appropriate setting if desired; confidentiality is assured to all communities and clients.

Whilst RAW initially began as a result of drought, currently the program has switched

## GOVERNANCE STRUCTURE:

Rural Alive and Well is governed by a 9 member Board that has a strong balance of professional and community experience. The current Board along with previous members have been instrumental in securing funding from both Commonwealth and State Agencies.

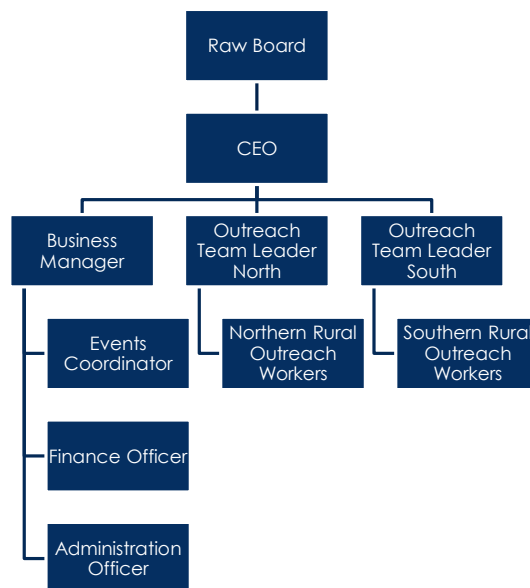
The Board has four committees – these being:

- The Executive Management;
- Finance, Audit Review and Compliance;
- Marketing, Promotions and IT;
- Education, Training and Capacity.

The Board is currently made up of the following people:

Mr Ian McMichael (President), Dianne Fowler (Snr Vice President), Leonie Young (Jnr Vice President), Robin Thompson (Secretary), Noel Beven (Treasurer), Nicholas d’Antoine (Public Officer), Dr Robert Walters (Board Director), Ron Christie (Board Director), Anne Downie (Board Director).

The organization is managed by a management structure that has been approved by the Board. The current operational structure of the organization is reflected in the below diagram.



## REPORTING STRUCTURE:

This position reports directly to Rural Alive and Well’s Outreach Team Leader South who reports to the Chief Executive Officer of the organisation.

This position receives technical guidance and support from other RAW Outreach Workers through debriefing and support is available through an external provider.

The position has no strategic or policy development role although advice may be sought on these issues. This position is expected to operate with minimal supervision and with autonomy to deliver agreed client services.

## **DUTIES:**

### Individuals:

- Be part of a team that is available 24/7 which is responsible for responding to and helping to identify people at risk of suicide and mental illness in rural and remote communities;
- Facilitate a person centered approach to a client's recovery including the necessary follow ups services;
- Increase the profile of Rural Alive and Well Inc.
- Facilitate increased access and referral to mental health services, health information and mental health networks.
- Ensure that the referral pathways identified to clients fulfill their roles and meet the client's individual needs.

### Community:

- Build capacity and resilience within a community to identify a person at risk by providing education, training, community activities and strategies by breaking down barriers;
- Collaborate with other organisations providing counselling, support and other services to rural communities.
- Facilitating collaboration and partnerships with community stakeholders and services providers both inwards and outwards;

### Crisis:

- Respond to individual communities in times of crisis and need as directed.

### Accountability & Administration:

- Keep timely records and data necessary for client and organisation management. Assist with the preparation of reports and RAW publications.
- Other duties relevant to the employee's qualifications and experience as directed by the CEO, Outreach Team Leader and Business Manager.

## **LEVEL OF RESPONSIBILITY:**

Responsible for:

- Providing appropriate support and competent referral for clients in need of such support particularly those at risk of suicide.
- Establishing an extensive network of clients, community and other organisations that provide services to rural communities.
- Establishing a high personal profile within the rural community to engender trust with potential clients.
- Ensuring the professional reputation of RAW and its staff is not denigrated through unprofessional or other activities that bring disrepute to the organisation.
- Providing information and feedback to the Outreach Team Leader, CEO, Business Manager and the Board as requested.

- Planning routine day-to-day work program whilst exercising independent initiative, discretion and judgement and being mindful of established priorities and those of fellow workers.
- Maintaining effective administrative liaison with work place team members and other stakeholders.
- Maintaining confidentiality in all aspects relating to the business of RAW.
- Maintain client confidentiality at all times.
- To be able to work autonomously but also within a team environment.
- The Outreach Worker is responsible for ensuring a safe working environment by complying with relevant Occupational Health and Safety legislation and the requirements of the RAW Occupational Health and Safety Management System, policy, procedures and guidelines.
- Be conversant and comply with all relevant legislative requirements applicable to the outreach workers role.
- Ensure that any matter of a serious or complex nature regarding their Outreach duties or client responsibilities is brought to the attention of the Outreach Team Leader at the earliest opportunity.
- Be prepared to undergo further training in the field of Mental Health and/or Suicide Intervention as directed by the Outreach Team Leader.

#### **KEY PERFORMANCE INDICATORS:**

The following represents the key performance indicators for the Rural Outreach Worker:

- To provide one-on-one support to a mutually agreeable number of clients in liaison with the Rural Outreach Worker's Team Leader each month unless otherwise directed.
- Attendance of at least two community awareness meetings, forums or workshops per month or as directed;
- To facilitate and implement two annual RAW led capacity building training events organised in consultation and with mutual agreement with the Rural Outreach Worker's Team Leader;
- Regular client information logged into the CASEY management system fortnightly or as directed by the Team Leader

#### **KNOWLEDGE, SKILLS AND EXPERIENCE (SELECTION CRITERIA):**

**(in relation to the Duties)**

- 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 support programs that meet community needs whilst remaining mindful of current established networks.
- High level oral and written communication skills including a proven ability to provide a client focused service.
- Ability to work independently and as part of a team.

- Proven organisational skills including the ability to set individual priorities and manage variable workloads and demonstrated capacity for self-direction as well as personal skills of initiative, adaptability, judgement, flexibility, discretion and planning.

#### **ESSENTIAL REQUIREMENTS:**

- Current National Police check.
- Current Tasmanian Driver's License.
- Experience providing social support services with an emphasis on mental health conditions.
- An ability to apply practical solutions to client needs

#### **DESIRABLE REQUIREMENTS:**

- Tertiary qualifications in the field of Mental Health.
- Experience in Social Services as an Outreach Worker.
- Experience with liaison with other Community Support Services, NGO's and a knowledge of their role.
- Other relevant qualifications and/or training in Mental Health awareness and/or Suicide Intervention training.
- Current first aid certificate.

#### **WORKING ENVIRONMENT:**

##### **Workplace Diversity**

RAW is committed to valuing and respecting each other as colleagues and peers. We value the fact that individuals bring different ideas, skills and backgrounds to their work in this organisation, and we recognise that people have different needs and aspirations. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We also value those who have a lived experience of mental health issues. We do not tolerate unfair discrimination, harassment or bullying in the workplace.

##### **Occupational Health and Safety**

RAW is a smoke free work environment. Smoking is prohibited in all workplaces including vehicles. RAW is committed to high standards of performance in respect to occupational health and safety. All employees are expected to participate in maintaining safe working conditions and practices.

All employees are required to comply with the *Workplace Health and Safety Act 1995*, section 16 "Duties of Employees". The *Workplace Health and Safety Act 1995* can be found at, <http://www.thelaw.tas.gov.au>