

<b>Position Title:</b>	Rural Outreach Worker
<b>Campus:</b>	Grampians Health Edenhope, Health & Wellbeing Hub
<b>Directorate:</b>	Primary & Community Care
<b>Department:</b>	Primary Health
<b>Reporting to:</b>	Primary Health Coordinator
<b>Direct Reports:</b>	Nil

### Appointment Terms/Conditions:

<b>Classification and Code:</b>	Community Development Worker, Class 2B Year 1 to 6 (XX7 - XX12)
<b>Enterprise Agreement:</b>	Allied Health Professionals (Victorian Public Sector) Single Interest Employers Enterprise Agreement.

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

The role of the Rural Outreach Worker has been developed to increase the capacity of services working with rural communities to respond to individuals who are in psychological distress and may be showing early signs of mental ill health. It is designed to respond to the person's need for immediate support and assist them to navigate and access services they need in a timely manner and before a crisis may develop.

Anyone in the community with concerns for another can 'self-refer' the person of concern for the Rural Outreach Worker to essentially conduct a welfare check and intervene before a crisis situation prevails. A crucial element of the role is to establish good working relationships with service providers to ensure that referrals are made in a timely manner and triaged based on the level of urgency.

**The Rural Outreach Worker does not provide therapeutic or clinical interventions, their responsibility is to respond to the person's immediate needs and connect them with the service or supports that best meets their need.**

The worker will have the knowledge and skills to respond to someone who is considering self-harm or suicide and have a strong understanding of the Wimmera Southern Mallee catchment communities. They would also have the capacity to respond to the needs of family, work mates and other community members who are dealing with the loss of someone they know.

## **KEY ACCOUNTABILITIES**

- Providing appropriate support and competent referral for clients in need of such support, particularly those at risk of suicide.
- 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 confidentiality in all aspects relating to the program.
- The Rural Outreach Worker must comply with all relevant Occupational Health & Safety legislation and the requirements of Grampians Health Occupational Health & Safety Management System, policies, procedures and guidelines.
- Be conversant and comply with all relevant legislative requirements applicable to Rural Outreach Worker's role.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Mental Health First Aid (desirable)
- Current Victorian Driver's license

### **Technical/Professional Knowledge and Skills**

- A sound knowledge of the Wimmera Southern Mallee catchment communities, its families and services.
- Experience providing social support services with an emphasis on mental health conditions.
- An ability to apply practical solutions to client's needs.
- A professional understanding of suicide prevention strategies and the ability to provide a client focused service.
- Proven organisational skills including, the ability to set individual priorities, manage variable workloads a demonstrated capacity for self-direction, as well as personal skills of initiative, adaptability, judgement, flexibility, discretion and planning.

## **Work Environment**

- A proven ability to gain community acceptance and to develop support programs that meet community needs, whilst remaining mindful of current established networks.
- Ability to work independently and as part of a team.

## **Personal attributes**

- High level oral and written communication skills, including a proven ability to provide a client focused service.
- Previous experience in a similar role.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.