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| **General Information:** | |
| **Position Title** | Reach Out Coordinator |
| **Program/Department** | Rural Outreach |
| **Location/s** | South |
| **Reporting To** | Program Manager |
| **Date Prepared** | 14/09/2020 |
| **Approved By** | CEO – Barb Walters |
| **Employment Conditions** |  |

**Rural Alive and Well Overview**

RAW’s mission is to reduce the prevalence of suicide in rural communities by assisting and supporting communities and individual’s response to adversity by early intervention, facilitation and prevention strategies.

Direct client services delivered by RAW are low-cost, low-stigma mental health and suicide prevention programs that provide person-centred, non-clinical care and practical support through assertive outreach. RAW aims to improve mental health and well-being and to prevent repeat suicide attempts and suicide deaths.

RAW adopts a culturally sensitive, strengths-based and collaborative approach to delivering services. Our workers are recruited from a range of backgrounds and receive training and ongoing support to provide evidence-informed care to people.

**Governance Structure**

RAW is governed by an 9 member skills based Board of Governance that has a strong balance of professional, agricultural and community experience.

RAW operations are managed by its CEO and a Senior Management Group (SMG) who have day to day responsibility for its programs and activities.

**Key Duties and Responsibilities**

***Person-centred Support***

* Provide individually tailored support to at-risk individuals and their families to improve their mental health and well-being, with a focus on preventing suicide by working with them to;
  + identify risk and safety issues;
  + set goals;
  + provide support, coaching and motivation to encourage individuals to build skills and motivation to engage with family and community supports and to stay alive;
  + stay connected to informal and formal supports and services that strengthen their mental health and promote recovery; including employment and volunteering.
* Facilitate engagement/referral with clinical and other specialist services as required
  1. Provide warm referrals to and support engagement with support services that may include clinical care, safe and secure housing, financial or relationship counselling.
  2. Work in partnership with families and communities to support integration and reintegration of ‘at risk’ individuals into their local community networks including into social and recreational programs.
* Conduct regular farm and house visits making contact with those who traditionally have been isolated or overlooked or are simply ‘doing it tough’
* Provide assertive outreach including ‘cold calling’, going where people live & work and demonstrating genuine care with a proactive approach to providing ongoing physical and emotional support.
* Record case-notes on RAW’s electronic database as soon as possible after an interaction or event (within 24 hours). Case notes need to be impartial, accurate and complete to meet legislative and organisational requirements.
* Planning routine day-to-day work program whilst exercising initiative, discretion and judgement and being mindful of established priorities.

***Community Capacity and Resilience***

* Increase the profile and community engagement capacity of RAW, in addition to establishing a high personal profile with the local community to engender trust with potential clients and referral agencies.
  + Ensure the professional reputation of RAW and its staff are not denigrated through unprofessional or other activities that bring disrepute to the organisation.
* Provide education, training, debriefing, community activities and strategies to break down barriers and address suicidality within the local community to build capacity and resilience.
* Facilitate collaboration and partnerships with community stakeholders and services providers
* Collaborate with other organisations providing counselling, support and other services to shared clients and rural communities

***Emergency Response***

* Respond to individual communities in times of crisis and need as directed by the Rapid Response Team Leader
  + Floods
  + Fire
  + Industry downturn
* Engage with relevant stakeholders

***Operational Obligations***

* Participate in monthly external supervision
* Attend team meetings and staff training
* Other duties relevant to the employee’s qualifications and experiences as directed by the Team Leader and/or Executive Management Group.
* Submit reports as directed by team leader
* Reconciliation of receipts, credit and fuel cards
* Maintaining confidentiality in aspects relating to RAW
* Ensure 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.
* Being conversant and complying with all relevant legislative requirements applicable to the role
* Ensure that any matter of a serious or complex nature regarding their duties or clients is brought to the attention of the team leader at the earliest opportunity.

***Selection Criteria***

1. Well-developed understanding of suicide prevention strategies and the ability to empathize with a diverse range of individuals and provide support services with an emphasis on mental health and well-being.
2. Proven ability to gain community acceptance and to deliver support programs that meet community needs.
3. High level oral and written communication skills.
4. Demonstrated ability to work independently and collaboratively as part of a team.
5. Proven work organization skills including the ability to set individual priorities and manage variable workloads and competing demands.
6. Demonstrated capacity for self-direction as well as personal skills of initiative, adaptability, judgement, flexibility, discretion, and planning.
7. Demonstrated ability to identify and apply practical solutions to client needs

***ESSENTIAL REQUIREMENTS:***

* Current National Police check.
* Current Tasmanian Driver’s License.
* Current Working with Vulnerable People Child Related Activity registration.
* Training in mental health awareness and/or suicide prevention.

***DESIRABLE REQUIREMENTS:***

* Tertiary qualifications in the fields of mental health or human services.
* Experience as an Outreach Worker or a well-developed understanding of the role.
* Personal resilience and skills in self-care.
* Experience of liaison with community and health services and a knowledge of their role.
* 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 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*](http://www.thelaw.tas.gov.au)