

## POSITION DESCRIPTION

<b>Position Title</b>	Aboriginal Liaison Officer
<b>Reporting To</b>	Service Manager
<b>Classification</b>	Consumer Service Delivery Level 3
<b>Team/Service</b>	Western Sydney – STSH – Penrith / Seven Hills
<b>Direct Reports</b>	N/A
<b>Date</b>	November 2021

### PROGRAM OVERVIEW

Neami National has been funded to deliver services to single males or couples without children who are homeless or at risk of becoming homeless. The Macarthur Accommodation and Access Program (MAAP); is a time limited, focussed intervention aimed at assisting people to access stable and sustainable housing and support arrangements. Neami's MAAP will work closely with correctional facilities, local mental health services including in patient settings, Aboriginal Services, Social and Community Housing services, other NGO's and health practitioners in the Macarthur area. The Service will operate during office hours, five days per week.

The crisis service within MAAP offers six beds for single men who are homeless and a 2 bedroom unit for couples without children. There is also transitional style accommodation for single men and couples without children. These services are designed to provide a period of additional support and aimed at supporting people to exit homelessness to safe and sustainable accommodation.

### POSITION OVERVIEW

The Aboriginal Liaison Officer will be part of a small team that works within an integrated service delivery model to provide health, housing, rehabilitation and support services to people who are homeless or at risk of homelessness in the Camden and Campbelltown Local Government Area. The ALO will not only work with Aboriginal, Torres Strait Islander clients but also non-Aboriginal clients working under an assertive outreach model aimed at providing integrated services that focus on transitioning from homelessness or risk of homelessness to safe, secure and sustainable long term accommodation, prevention of re-offending and improved health outcomes

## THE POSITION

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### ***Key position Responsibilities, Duties and Accountabilities***

- Provide direct support to clients within a home based setting.
- Engage all clients and develop trusting and professional relationships, with a focus on clients who identify as Aboriginal, Torres Strait Islander
- Provide direct practical support to clients to solve their tenancy issues, so that they can maintain a sense of safety and wellbeing
- Assist clients to connect with appropriate services to gain support around physical/mental health needs
- Work to the principles that underpin the Collaborative Recovery Model (CRM) protocols.
- Together with the client regularly monitor their progress towards their identified housing needs
- Work with partners, such as Community Corrections, Probation and Parole, Department of Communities and Justice and the client to ensure clients are meeting all obligations
- Work in a non-judgemental manner with clients with complex forensic histories to ensure they receive required support to assist them to reduce the risk of re-offending
- Assist clients in attaining appropriate Centrelink benefits and make referrals for employment programs if required
- Assist clients to access NDIS, if required
- Work within a holistic framework taking into account the needs of clients, family, carers and other members of the community
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Actively contribute as a team member in the delivery of an integrated crisis service and assertive outreach with the aim to more effectively support clients
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- Ensure incident and critical incident reporting occurs in accordance with guidelines
- Engage with local Aboriginal services to provide culturally appropriate partnerships to the benefit of our clients
- Seek to learn about the clients' interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual crisis respite plan
- Networking with Homeless Person Information Centre, Community Mental Health teams, Welfare teams in prisons and correctional facilities, local real estate agencies, local Aboriginal and CALD communities

- Cooperate and plan together with community housing provider staff to ensure clients can maintain their accommodation
- Cooperate and Plan together with community housing provider, housing NSW and local real estates to provide rapid rehousing
- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to clients
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with clients
- As part of Neami's Reconciliation Action Plan we are looking to develop an internal Communities of Practice to bring together other Aboriginal staff across Neami. We are looking to provide culturally suitable mentoring for this position as well as peer to peer support.
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

## **ORGANISATIONAL ACCOUNTABILITIES**

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.

- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- A valid NSW Working with Children check must be supplied by all new employees (employee responsibility).
- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
- A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.
- Identify as an Aboriginal person
- Computer literacy
- COVID vaccination
- Previous experience in working within the homelessness sector, AOD and complex behaviours, and working with people exiting correctional facilities

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.