



PATHWAY ESSENTIALS

PURPOSE • DIRECTION • CONNECTION

Position Description: Outreach Support Worker

Position Title: Outreach Support Worker

Reports To: Program Coordinator / Team Leader

Employment Type: Casual / Part-Time

Location: Daylesford/ Ballarat/Surrounds (main office and client base)

Award Classification: SCHADS

Date: January 2026

About Pathway Essentials

At Pathway Essentials, our mission is to support individuals to develop the social and emotional capabilities required to live a purposeful and meaningful life, through evidence-based, trauma-informed interventions. We provide inclusive and empowering programs that cater to young people aged 8 to 25, helping them build confidence, skills, and stronger connections with their community.

Our Programs

We offer a diverse range of therapeutic and skill-building programs tailored to meet the unique needs of the young people we support:

- Individual Support – Personalised, person-centred support
- Cooked: Empowering Futures – Hospitality employment training
- Pathways to Employment: – Building employment readiness and life skills

- Cooked Records: – Creative expression through music, podcasting, and production
- Pathways to the Outdoors: – Nature-based engagement and resilience building
- Wild Bonds: – Animal-assisted education to foster social connection

What Sets Us Apart

At Pathway Essentials, we pride ourselves on being responsive and innovative. If we identify a gap in services or unmet needs within our community—and we have the capacity—we will create a new program or experience to fill that gap. We are not bound by rigid service models. Instead, we are guided by a deep commitment to person-centred, strengths-based, and inclusive support that focuses on real outcomes, skill development, and long-term empowerment.

Position Purpose

The Outreach Worker engages with young people who may be disengaged, isolated, or at risk. This role focuses on building safe, trusting relationships outside of traditional service settings—whether in homes, schools, streets, or transitional spaces. Outreach Workers use creativity, patience, and trauma-informed practice to support participants to reconnect with the community, build capability, and move toward their goals.

Key Responsibilities

Engagement and Support

- Initiate and maintain contact with disengaged or hard-to-reach young people.
- Offer trauma-informed, person-centered, and culturally responsive support.
- Build rapport through consistent, non-judgemental interactions.
- Work flexibly in community-based, school, home, or public settings.
- Adapt supports to participant needs, goals, and communication styles.

Planning and Delivery

- Co-design short- and long-term goals with participants.
- Support young people to access services (education, health, housing, etc.).

- Deliver informal coaching or mentoring during support sessions.
- Facilitate individual or small-group activities aligned with participant interests.
- Track engagement and participation through brief, accurate case notes.

Crisis and Risk Response

- Identify early signs of disengagement, mental health distress, or risk.
- Respond calmly and appropriately to disclosures or incidents.
- Complete safety planning with participants and escalate concerns when needed.
- Follow organisational policies for mandatory reporting and incident response.
- Ensure safety in all outreach environments, including travel and public spaces.

Communication and Collaboration

- Communicate in an inclusive, age-appropriate, and empathetic manner.
- Liaise with schools, service providers, families, and stakeholders as required.
- Keep participants informed of updates, options, and next steps.
- Work within professional boundaries and model respectful conduct.
- Participate in supervision, reflective practice, and debriefing.

Experience and Skills

Essential:

- Minimum 6 months' experience working with vulnerable or disengaged youth.
- Ability to engage with participants in informal or non-traditional settings.
- Skilled in building rapport with people who have experienced trauma or adversity.
- Strong verbal, written, and interpersonal communication skills.
- Competence in risk identification, safety planning, and wellbeing support.
- Ability to work independently while remaining accountable to the team.
- Commitment to diversity, inclusion, and the rights of young people.

Desirable:

- Qualifications in Youth Work, Social Work, Community Services, or related fields.
- Experience with outreach, street work, school re-engagement, or transitional services.
- Understanding of trauma-informed, strengths-based, and harm-reduction approaches.
- Current First Aid, CPR, Working With Children Check, and Police Check.

General Accountabilities of All Pathway Essentials Employees

- Collaborate respectfully with the team and demonstrate organisational values.
- Participate in meetings, development days, supervision, and training.
- Comply with all Pathway Essentials policies, including the **Disclosure Policy**.
- Maintain confidentiality, uphold ethical standards, and promote safety.
- Support the organisation's mission and contribute to its continuous improvement.

How to Apply

To apply, please send the following to **hello@pathwayessentials.com.au**

Subject Line: *Outreach Worker Application – [Your Name]*

- Your **resume**.
- A **brief cover note** explaining your interest in working with disengaged or at-risk young people.