

16 September 2026

Dear Applicant,

Thank you for your interest in the fixed-term position of **Outreach Worker within the ARROS team**. We invite a passionate, creative and values driven social worker to join our team of committed social and human service practitioners.

Please find attached an application kit containing the following documentation:

- Position Description (Outreach Worker)
- ARROS Goals and Objectives
- ARROS Practice Principles
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure.

This is a full-time position **on a** fixed term contract ending on 30/10/2027 with possibility of extension. Remuneration is at a SCHADS Level 4 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHADS award can be accessed here: [Social, Community, Home Care and Disability Services Industry Award 2010 \[MA000100\] - Fair Work Ombudsman](#)

ARROS works with young people who are homeless or at risk of homelessness. This includes young people with experiences of trauma, or intellectual or cognitive disability who are transitioning from care or from youth justice to adulthood. We provide holistic support to people with the aim of providing spaces to live, places to belong and roles for meaning.

We invite applications from practitioners who are passionate about the issues young people face and enjoy engaging in direct practice with young people and their networks. We encourage new graduates to apply, and offer ongoing, professional supervision to support emerging practice, tailored to your gifts and interests.

To apply for the position of Outreach Worker please submit the following documents:

1. **Curriculum Vitae.** Please include name, position and contact details of two referees who can comment on your work;
2. **Cover letter (maximum of three pages) answering the questions below.** Please include examples to illustrate your practice. Applications with no response to the questions below will not be considered

Questions

- Q1: Outline your experience working alongside people with an intellectual or cognitive disability?
- Q2: What is your approach to supporting young people experiencing complexity to identify and achieve goals that matter to them? Discuss the principles that guide your practice.

- Q3: How do you operate as a member of a team, including any teams and stakeholder groups you are currently in?
- Q4: As a practitioner, how are you committed to ethical practice, reflection on practice and ongoing professional growth?
- Q5: Please confirm you have a driver's license, access to a personal vehicle for work purposes, a current Blue Card, a current Yellow Card or NDIS Worker's Screening Card (or willingness to obtain), an accredited Social Work qualification, and AASW membership (or willingness to obtain).

Please forward applications in writing to:

reception@communityliving.org.au

ATTN: Shaun Parkes, ARROS Team Leader

Community Living Association is committed to creating inclusive and safe workplaces. We encourage applications from Aboriginal and Torres Strait Islander peoples and people from diverse backgrounds.

Applications will be reviewed as they are received and interviews will occur on a rolling basis until the position is filled. **Please apply at your earliest convenience.**

If you would like further information about the role, we welcome your enquiry. Please contact Shaun Parkes on 3266 5633.

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Role Description (Abridged version)

Outreach Worker

Purpose of the Position

ARROS works with marginalised young people who have an intellectual/cognitive disability, their families and significant others, and community members to address issues limiting the young person's quality of life, in particular isolation and vulnerability to exploitation and abuse.

The Arros Outreach worker is responsible for leading case work with young people to enable their access to information and resources and sustaining ongoing relationships to address issues that negatively impact on the young person's ability to live safe and meaningful interdependent adult lives.

Characteristics and Features

The Outreach worker will:

Exercise initiative and judgement in developing case work with young people including undertaking assessment, planning for intervention and ongoing evaluation.

Work independently to conduct holistic assessments, problem-solve and respond to young people with complex needs.

Actively contribute specialised skills and knowledge, as outlined in the role requirements, internally and externally, and support other practitioners in the team.

Use discipline skills and knowledge to work with people engaged in multiple and complex systems, e.g. NDIS, Child Safety, Youth Justice/Criminal Justice, Housing, Centrelink, Health, Mental Health

Manage time, set priorities, plan and organise their work, engage in professional supervision with the ARROS Team Leader.

Advocate, coordinate and communicate effectively with internal and external stakeholders in complex systems.

Engage in critical reflection individually, and as part of a team, to develop practice and practice responses to enhance outcomes for young people.

Work both autonomously and in collaboration with the Arros Team and external stakeholders.

Responsibilities

- Proactive outreach to provide direct support to young people with complex support needs to actively support them to address barriers to achieve goals.
- Apply CLA's Practice Framework, ARROS' Practice Framework, and CLA's Policies and Procedures in the work, to ensure best practice and to 'champion' the rights, needs and hopes of the young people we work with, and contribute to their development.
- Engage in crisis intervention using trauma-informed practice skills, including de-escalation, harm minimization, risk assessments and safety planning.
- The ability to proactively develop knowledge and understanding of the systems impacting on young peoples' living, including NDIS, child protection and the justice system.
- Demonstrate a commitment to social justice and an understanding of how best to access, advocate for, and maintain services for young people with complex needs.

- Utilise communication and advocacy skills to enable young peoples' voices to be heard and ensure their access to resources.
- Network and collaborate with young people, families, significant others, community members and service providers to develop joint responses to the needs of marginalized young people who have an intellectual/cognitive disability.
- Respectfully and actively participate in regular and ongoing supervision, reflective practice through team meetings, staff development activities, and contribute to a positive work environment.
- Work as a member of the ARROS team, including providing back-up support and/or assistance to other team members as required; particularly when continuity of service delivery is compromised.

Requirements

- Tertiary qualification in social work.
- Membership of the Australian Association of Social Workers (or willingness to obtain).
- Specialised knowledge and/or experience in developmental practice and working with people with an intellectual, cognitive and/or psychosocial disability.
- A comprehensive understanding and skills in the Helping Process, Relational Practice, Trauma-Informed Practice, Crisis Intervention and Capacity Building Framework.
- A commitment to social justice and an ability to use advocacy skills in practice.
- Sound knowledge and skills in working with people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, and the LGBTIQ community.
- Driver's License and use of own vehicle for work purposes (mileage reimbursed as per SCHADS Award)
- NDIS Worker Orientation Module certificate of completion (or willingness to obtain).
- Yellow Card, Yellow Card Exemption OR NDIS Worker Screening Clearance (or willingness to obtain).
- Blue Card "Working with Children Check".

Accountability

- The Outreach Worker is accountable to the ARROS Team Leader
- They are required to follow CLA's Policy and Procedures and statutory requirements.
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will occur with the Team Leader.
- Workers will be supported with opportunities for ongoing professional development.

ARROS GOALS

To join with...

- Young People with a cognitive disability,
- their Families and Significant Others, and
- Communities,

...to create spaces to live, places to belong and roles for meaning.



ARROS OBJECTIVES

1. To locate **accommodation** options for young people with a cognitive disability that are:
 - Safe
 - Affordable
 - Accessible
 - Integrated in their local communities
2. To support young people with a cognitive disability to re-build and strengthen existing **relationships**, and to develop new relationship opportunities that are additional to ARROS relationships.
3. To identify **roles and opportunities** for young people with a cognitive disability to participate in communities, in ways that enable people to:
 - Contribute
 - Be valued
 - Be responsible
 - Demonstrate and discover gifts
 - Experience a sense of personal meaning
4. To support and challenge the **capacity of communities** to:
 - Welcome
 - Include
 - Resource
 - Support
 - Respect

...young people with a cognitive disability.
5. To develop, share, and review **ARROS practice**, including:
 - Practice methodologies
 - Knowledge base
 - Research

ARROS PRACTICE PRINCIPLES

1. ARROS practice is based on RELATIONSHIP BUILDING

- a. With young people with a cognitive disability, in their space, acknowledging their reality, and supporting their goals.
- b. With their current relationships and communities, to assist them to support the young person.

2. ARROS practice is based on COMMITMENT

- a. To young people with a cognitive disability, and their supporters, over the long term.
- b. To purposeful and mutually negotiated work.

3. ARROS practice is based on RESPECTING

- a. The abilities, talents, and gifts that young people with a cognitive disability have to contribute to their significant relationships and communities.
- b. The ability of supporters and communities to include, engage with, and welcome young people with a cognitive disability.

4. ARROS practice is based on BUILDING RESOURCES AND CAPACITY

- a. With young people with a cognitive disability to achieve a space to live, a place to belong and a meaningful role.
- b. With families, significant others, and communities to enable them to support young people to achieve a space to live, a place to belong and a meaningful role.

5. ARROS practice is based on FLEXIBILITY

- a. Recognising that each young person's situation may require a unique response.
- b. Recognising that there are many types of relationship and community, and each can welcome young people in a variety of unique and flexible ways.

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POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potentials not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- CLA will take proactive measures to reduce the impacts of trauma, vicarious trauma and burnout by providing regular supervision, team building opportunities, team meetings and professional development.
- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.

- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.
- Where a worker is experiencing, or is at risk of experiencing burnout, vicarious trauma or trauma (eg. Following a critical incident) they may request or be offered up to 3 counselling sessions with an external social worker or psychologist. Where this is considered beneficial to the work, the worker and their team leader will seek approval from the Coordinator or the Practice Manager. Where approved by the Coordinator or Practice Manager, CLA Inc will pay the reasonable cost of the sessions and the workers hours to attend. Where these sessions occur outside of the workers ordinary hours, they are entitled to take the hours as Time off in Lieu / flex time at one to one ordinary hours.
- Where a critical incident has impacted multiple workers or teams, the CLA Coordinator or Practice Manager may contract an external provider (eg. A Social worker or psychologist) to provide a group debrief and / or group supervision session with the impacted workers or teams.

RELATED DOCUMENTS

- <https://vikkireynolds.ca/resisting-burnout/>
- [10 Phrases you hear in resilient families](#)
- [10 Reasons You Should Stop Working Long Hours Today](#)
- [Self-Care Plans and Well Being Scales](#)
- [SMART Selfcare Template](#)
- [Top Up Sheet - Healthy Mind Platter](#)
- [Vicarious Trauma](#)
- [What About You A Workbook For Those Who Work With Others](#)
- [10 Resilience and Bounce Back](#)