



ARROS

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Funded by Department of Communities, Child Safety and Disability Services and the National Disability Insurance Scheme

Managed by Community Living Association, Inc.

Dear applicant,

Thank you for your interest in the position of Outreach Worker at ARROS. Please find attached an application kit containing the following documentation:

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

ARROS works with young people with a disability who are homeless or at risk of homelessness. This includes young people 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.

This is a full time position, on a twelve month contract, with possibility of extension. Remuneration is at a SCHCADS Level 3 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHCADS award can be accessed here: https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

If you are interested in applying, please provide responses to the selection criteria attached including examples to illustrate your practice. Applications are due by 9am Wednesday 4th August 2021.

Shortlisted applicants will be invited for an interview to be held on 5th or 6th August 2021.

Yours sincerely,

Renee Mills
Team Leader (Acting)

ARROS TRANSITIONS

ROLE DESCRIPTION

ARROS OUTREACH WORKER

Purpose of the job:

ARROS works with marginalised young people who have an intellectual/cognitive disability, their families and significant others, and community members to address those 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 providing support to access information and resources and sustaining ongoing supportive relationships to address those issues that negatively impact on the young person's ability to live safe and meaningful interdependent adult lives.

Tasks Involved:

- Proactive outreach to provide direct support to young people who have an intellectual/cognitive disability and are vulnerable in the community.
- Working alongside families, significant others, community members, and service providers who are in contact with or support marginalised young people who have an intellectual/cognitive disability.
- Networking and collaborating with young people, families, significant others, community members, and service providers in relation to joint responses to the needs of marginalised young people who have an intellectual/cognitive disability.
- To develop mechanisms for the dissemination of information to families, significant others, community members, and service providers regarding the needs and issues of young people with an intellectual/cognitive disability.
- Working as a member of the ARROS team.
- Working in a manner consistent with ARROS' policies and procedures.
- Supporting the Team Leader in data collection, service documentation, evaluation, service development and systems advocacy.

Responsibilities:

- The Outreach Worker is accountable to the ARROS Team Leader.

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.

ARROS (Managed by Community Living Association Inc.)

OUTREACH WORKER

(Full-time/Social, Community, Home Care and Disability Services Industry Award, Level 3)



Selection Criteria

- ***In your responses, please use examples of work that you have been involved in.***
- ***Please provide the name, position and telephone number of 3 referees who can comment on your work.***
- ***Appointment to the position of Outreach Worker will be subject to a Blue Card 'Working with Children Check' and 'Yellow Card Exemption' Disability Services police check.***
- ***Prior to start date, the successful candidate must provide a certificate to demonstrate completion of NDIS Worker Orientation Module "Quality, Safety and You".***

- SC1 A basic admiration/respect/fondness and commitment to people you are working with.
- SC2 A willingness to listen to others at many levels of communication and an ability to respond to the messages you receive.
- SC3 A willingness and ability to work with people and the significant relationships in their lives, including supporting the community to include vulnerable and marginalised people.
- SC4 Commitment to ethical practice, reflection on practice and ongoing professional growth.
- SC5 Commitment and ability to work as a member of a team, including contributing to service development, and an open and supportive workplace.
- SC6 Ability to be flexible with work hours, on occasion.
- SC7 Current driver's licence and use of motor vehicle.
- SC8 Social Work or similar degree preferred.

Please forward applications in writing to:

Attention: ARROS Team Leader

reception@communityliving.org.au

Applications close 9 am Wednesday, 4th August 2021.

Community Living Association

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 potential 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 a) this might prevent them applying for a job at CLA or b) 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

- 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.