








## Role description

Role Title	Homelessness Outreach Specialist
Team	YFS Homelessness Outreach
Location	Slacks Creek
Classification Level	4 - 5
Reports to	Program Manager Homelessness Outreach

**Our Vision** - Building independence and participation.

**Our Purpose** - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
  -  **Integrity** - we act honestly and openly
  -  **Optimism** - we think and act with confidence about people and the future
  -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
  -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

## Primary purpose

YFS Homelessness Outreach Specialists provide an assertive outreach service to people who are sleeping rough. They support individuals, couples and families experiencing chronic homelessness to access crisis and long-term housing solutions.

They connect with people wherever they are, build trusting relationships and provide practical assistance to help people on their way to a stable, secure home with the supports they need wrapped around them.

The team operates on a roster from 6am to 8-10pm weekdays and some daytime hours on weekends and public holidays.

This service is funded and compliant with Queensland Government Specialist Homelessness Program Guidelines.

## Key accountabilities

### Service delivery

- Provide purposeful and tailored outreach responses, establishing trusting relationships with people who are rough sleeping.
- Work with each client to identify their goals and needs, assess and monitor client progress, and develop and implement practical, strengths-based collaborative interventions; participate in case conferences and advocate at service coordination meetings.
- Maintain current knowledge of the issues contributing to the experience of homelessness (relevant housing legislation, trends in the housing sector and the impact and consequences of cultural differences) and apply this knowledge in developing and delivering client services.
- Support and advocate for people's engagement with social supports and healthcare services.
- Support the Logan Zero initiative by using relevant assessment tools and contributing to community understanding of homelessness.

### External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

### Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

### Teamwork and collaboration

- Work within the roster and support a team-managed approach to the work.
- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

### Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

### Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to clients.

### Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

## Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

### Knowledge and experience specific to the role

- Proven experience in person centred service delivery
- Demonstrated knowledge and understanding of the factors contributing to homelessness
- Well-developed interpersonal communication skills to engage with a range of people including people from diverse cultural and socio-economic backgrounds
- Evidence of a non-judgemental, relationship-based approach to people experiencing homelessness, including respectful engagement and rapport-building
- Effective written communication skills to write correspondence and prepare short reports
- Team work skills with the ability to contribute to a productive and harmonious team environment
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

### Level 5: Additional responsibilities:

The Level 5 Homelessness Outreach Specialist provides frontline leadership during shifts. They will have significant experience in delivery of homelessness outreach, housing support or similar. Additional responsibilities include:

- During shift, lead YFS' engagement and communication alongside Critical Response Teams, Council and other services
- When required, represent YFS at identified relevant inter-agency networks, community consultations and forums
- During shift, identify current and emerging risks, undertake risk assessments utilising the YFS' risk assessment and risk management frameworks and lead the service delivery response. Following new identified risks, work alongside the Program Manager to develop and/or adjust risk management plans within scope of work or escalate risks to minimise or avoid negative consequences
- Contribute to leading and influencing a positive workplace culture and the development and maintenance of a cohesive and well-functioning team
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.



## Other role requirements

- Work out of hours, weekends and on call at times as part of a team roster to cover after-hours outreach between 6am and 8-10pm weekdays and daytimes on weekends and public holidays
- Work remotely across Logan City as needed
- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

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## Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures.

Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.