

## SUCCESS PROFILE (Position Description)

Position Title	Client Engagement Officer
Portfolio	Community Health
Department	The Living Room
Reports to:	Clinical Team Leader
Award:	SCHaHDS Award
Employment type:	Part time and full time roles
Location:	7-9 Hosier Lane, Melbourne
No. direct reports	No
Hiring Leader	Richie Goonan

### ABOUT YOUTH PROJECTS

Youth Projects is an independent charity that offers support and employment opportunities to at risk young people looking to re-engage with learning, and provides health care and assistance to members of our community experiencing homelessness and disadvantage. We provide front line support to individuals experiencing disadvantage, unemployment, homelessness, alcohol and other drug issues, and young people looking to reengage with learning and employment. Our connected model of support is rare in the community sector. We have always offered a holistic approach that combines multiple services in one place.

We are a non-judgemental service with a strong focus on respect, client centred care and harm prevention. We work with clients on a personalised, tailored basis to address highly complex issues faced by people experiencing multiple and complex needs.

We are community based and independent of government, or any religion. We work to ensure each member of our community is empowered with the skills, confidence and support to sustain a life of independence and wellbeing.

#### Our vision:

Life changing opportunities for every young person.

#### Our mission:

High impact support | Without judgement | Fullstop

#### Our values:

Social Justice | Inclusion | Empowerment | Integrity | Respect | Courage | Commitment

Our people at Youth Projects are our priority. We commit to you a fantastic employee experience and we ask that you commit to our mission, vision and values. We also ask that you commit to our values of a workplace free from discrimination and promote and embrace diversity.

### DUTIES & RESPONSIBILITIES:

The Client Engagement Officers are a responsible for connecting with existing and new service users at the Living Room to deliver high quality, high impact support to people accessing the clinical and drop in services. The position will be critical to engaging service users in order to create linkages with our clinical services and assist to coordinate pathways out of homelessness. Note: The Living Room works with people aged 18+.

The position will form part of our multidisciplinary team at The Living Room including our Substance Misuse Team, Harm Reduction Program, GP's, nurses and therapeutic programs. The Client Engagement team is responsible for conducting initial assessments, providing information and advice, managing access to

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facilities such as showers, laundry, material aid and social connectedness activities. The team takes the lead ensuring a safe and welcoming space for our services users to ensure they clients are connected with the appropriate services to address the needs and barriers to health and housing outcomes. Working within a social model of health, the position will form part of a multidisciplinary team approach to provide direct interventions and conduct referrals across a range of domains.

The role is a key position as the face of the Living Room and is responsible for the following:

- Assertively engaging all service users to create a safe and welcoming space and actively promoting Living Room services to clients
- Conducting initial assessments for clients wishing to access clinical services and therapeutic activities
- Working collaboratively with other clinical teams and practice coordinators at the Living Room to ensure a holistic response to clients
- Managing the dynamics and numbers in the drop in space
- Liaise and work collaboratively within a multidisciplinary team
- Integration of care with the existing service system to ensure enhance service coordination and collaboration

RESPONSIBILITY	SUCCESS MEASURES
<p><b>All success profiles are linked to our Strategic Plan, which has 7 core objectives, to ensure consistency and clear vision. We work together and take collective responsibility.</b></p>	
<p><b>Person Centered Services:</b></p> <ul style="list-style-type: none"> <li>• <i>Work in a Best Evidence Framework to ensure clients are receiving the most current care provision</i></li> <li>• <i>Engage and communicate with clients to increase service awareness.</i></li> <li>• <i>Conduct high quality initial assessments for clients accessing the Living Room</i></li> <li>• <i>Work with the clinical services teams to provide a coordinated response to clients</i></li> <li>• <i>Use a client centred approach to initiate care plans</i></li> <li>• <i>Provide support, advocacy and referrals to assist clients in reaching their goals.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Up to date with evidence based practice in the field of AOD and Mental Health.</i></li> <li>• <i>Increased client awareness of the clinical services available within the Living Room.</i></li> <li>• <i>A minimum of 150 new and/or existing client initial assessments are completed annually</i></li> <li>• <i>Clients experience a joined up and collective approach to their treatment and care</i></li> <li>• <i>Service has greater capacity to achieve housing, mental health and AOD outcomes</i></li> <li>• <i>Evidence of clients outcomes through support and intervention</i></li> </ul>

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<p><b>Maximising Resources:</b></p> <ul style="list-style-type: none"> <li>• <i>Work collaboratively with care team to provide holistic response to clients</i></li> <li>• <i>Ensure clients are assisted to maximise their income and access brokerage where appropriate</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Clients achieve a range of goals based on the client directed care plan/Medicare billing are maximised</i></li> <li>• <i>Clients are assisted to access all entitlements and brokerage available to achieve their care plan goals</i></li> </ul>
<p><b>Data &amp; Evidence:</b></p> <ul style="list-style-type: none"> <li>• <i>All interventions, assessments and outcomes are appropriately recorded including data and case notes</i></li> <li>• <i>Document and report data trends to facilitate funding opportunities.</i></li> <li>• <i>Participate in training and practice reflection into best practice inventions for people with high and complex needs</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Outcomes and effort can be quantified, replicated and communicated to funders and the wider sector</i></li> <li>• <i>Uses initiative to document and report any noticeable trends in presentations.</i></li> <li>• <i>Youth Projects remains at the forefront of evidence-based practice which produces outcomes for clients</i></li> </ul>
<p><b>People:</b></p> <ul style="list-style-type: none"> <li>• <i>Keep up to date with local services and programs appropriate for referral and clear pathways into these services.</i></li> <li>• <i>Lead and participate in developing a strong team culture which keeps the client at the centre of everything we do</i></li> <li>• <i>Actively lead and develop program responses and continuous improvement for one specialist responses including Men’s wellbeing, women’s wellbeing, and harm reduction</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Partnerships with external agencies lead to clear referral pathways and opportunities to co-deliver services</i></li> <li>• <i>Evidence of collaboration within teams and across Youth projects sites and program to improve our service offer to clients</i></li> <li>• <i>Conduct monthly activities at The Living Room tailored to specialist responses Specialist knowledge and expertise is shared amongst the team</i></li> </ul>
<p><b>Strategic Partnerships:</b></p> <ul style="list-style-type: none"> <li>• <i>Build effective knowledge of key housing, Aboriginal, health, legal and family violence services</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>LR becomes a key engagement and contact point to connect clients with a range of services</i></li> </ul>

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<ul style="list-style-type: none"> <li>Build capacity for direct service and/or partnership to drive housing outcomes as a core service delivery outcome</li> </ul>	<ul style="list-style-type: none"> <li>Clients are assessed for appropriate housing and supported to access/maintain stable and safe accommodation.</li> </ul>
<p><b>Governance</b></p> <ul style="list-style-type: none"> <li>Contribute to the development of an effective model of care</li> <li>Contribute the development and review of high quality clinical governance frameworks and tools</li> </ul>	<ul style="list-style-type: none"> <li>Model is clearly defined and replicable in other areas when opportunities are identified/sought</li> <li>Clinical processes and outcomes demonstrate effective interventions</li> </ul>
<p><b>One Voice:</b></p> <ul style="list-style-type: none"> <li>Assist in the preparation of reports, promotional material and presentations to external agencies on behalf of Youth Projects</li> <li>Work collaboratively across all portfolios to identify program improvements and opportunities for growth</li> </ul>	<ul style="list-style-type: none"> <li>Youth Projects is well regarded by external bodies, partner agencies and the wider sector for our ability to provide a clear picture of our positive impact on clients</li> <li>Working with other sites and portfolios across Youth Projects as evidenced by joined up programs, participation on working groups, and the contribution of ideas and expertise</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>Compliance with Youth Projects policies and procedures</li> <li>Other duties as required by the organisation</li> </ul>	

### KEY SELECTION CRITERIA

#### Experience and qualifications

- Recognised Cert IV or Diploma qualifications in relevant AOD, community services and/or health related disciplines
- Direct service working with clients experiencing multiple and complex needs
- Knowledge and understanding of homelessness, housing and health sectors (including mental health and AOD)

#### Knowledge and skills

- Wanting to grow, develop, and build a career with a progressive organisation.
- Demonstrated organisational skills within multidisciplinary service environment
- Demonstrated experience in undertaking assessment and successful supported referrals

### MUST HAVE'S

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- Current Australian Drivers License
- Valid passport / working rights
- Police check
- Working with children's check
- Local travel may be required

### OUR COMMITMENT TO DIVERSITY

Youth Projects values diversity and we promote a workplace that actively seeks to include, welcome and value unique contributions and encourage applications from candidates with a disability, culturally and linguistically diverse backgrounds and indigenous candidates.

### WE ARE A CHILD SAFE ORGANISATION

Youth Projects has a zero tolerance for child abuse and is committed to the provision of a child-safe organisation. All Youth Projects staff must undergo a Police Check and Working with Children Check prior to commencement.

### PRIVACY

Youth Projects Ltd collects personal information for the purposed of processing and considering your application for employment we will use the information collected from you only for these purposes and will not disclose personal information unless authorised by you or as permitted or required by law.

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