



Family Pathways Outreach Worker

Housing and Support Crisis Response

Families to Home



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Family Pathway Outreach Worker

Team

Families to Home

Reports to

Team Leader

Line Manages

N/A

Classification/Award

4 SCHADS

Talkin

Families to Home Team Leader

Based at

170 Boundary Street

Backup when absent?

Team

Cluster/Team or Program Name

The Families to Home Team provides outreach support to families with children under 18 accommodated in emergency accommodation throughout Brisbane. Through outreach and coordination with other teams within Micah Projects, the team provides access to crisis accommodation whilst supporting the family to develop a Housing Pathway Plan that considers the needs of all members of the family.

Position Description

As a Family Pathways Outreach Worker, you will... work as part of the Families to Home Crisis Team to work with families experiencing homelessness. To assist families in crisis accommodation to access affordable and permanent housing through proactive outreach and crisis case management.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Department of Housing
- Private Motel Managers and Owners
- Hart4000
- Uniting Care
- Department of Child Safety
- Centrelink
- Local schools and child care centre's
- Inclusive Health Clinic

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- CAT
- Street to Home
- Afterhours
- Targeted Family Support and Advocacy
- Homestay
- Safer Lives Mobile Support
- Healthy and Safe Start
- Homestay
- BDVS
- YMYW
- Organisational Services

Key Responsibilities

Direct Engagement with Families and Children

- Provide immediate assistance to families facing homelessness, facilitating crisis motel accommodations as needed.
- Prevent homelessness by offering financial aid and appropriate referrals to sustain tenancies.
- Coordinate referrals to specialist homelessness services offering accommodation and support.
- Conduct proactive outreach and engagement with families in motels, prioritising housing pathways and urgent needs.
- Ensure completion of housing application forms (Rent Connect or Social Housing) for each family.
- Develop trusting relationships with families in hotels to identify support needs affecting housing outcomes.
- Aid families in communication with the Department of Housing to plan and facilitate moves into allocated housing.

Team Collaboration

- Collaborate within a team to collectively manage engagement and oversight of families residing in motels.
- Take a lead role in negotiations with specific families to ensure effective outcomes.
- Maintain real-time data entry during outreach activities.
- Utilise appropriate screening, assessment, and intake tools for referrals, data collection, reporting, and advocacy.

Interagency Collaboration

- Partner with the Department of Housing to advance housing applications and monitor allocation progress.
- Collaborate with the Department of Child Safety on joint housing and safety plans.
- Assist women with safety planning and coordinate consultations with Domestic Violence services as needed.
- Maintain the "Know by Name List for Families" in conjunction with Brisbane Zero.
- Foster constructive relationships with motel owners, other IHRF providers, and specialist homelessness services offering support and accommodation.

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone
 Pool Vehicle Packaged Vehicle

Essential

- Demonstrated knowledge and experience of working with individuals and/or families who have experienced disadvantage and homelessness using an outreach model.
- Relevant certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated ability to use effective communication strategies and processes involving well developed interpersonal skills, problem solving skills, an ability to advocate effectively, computer literacy, documentation of assessments and individual advocacy and support plans.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, word, email.
- Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander peoples.
- Demonstrated knowledge of working with people with a Culturally and Linguistically Diverse background.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems)

- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____

Document History

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