

Hutt St Centre

POSITION DESCRIPTION

TITLE:	Pathways Officer
BUSINESS UNIT/DEPARTMENT:	Wellbeing Centre
EFFECTIVE DATE:	August 2022
REMUNERATION:	SCHADS Industry Award 2010 Crisis Accommodation Employee Level 1.3 to 2.1 (depending on skills, experience and qualifications)
REPORTING RELATIONSHIP:	Team Leader Wellbeing Centre

OVERVIEW

Our Purpose

Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.

Your Purpose

This position will be responsible for assisting clients who are experiencing, or at risk of, homelessness, and who are accessing Hutt Street Centre Wellbeing and Homefulness services, to engage in relevant support, activities, programs, and education as part of a supportive plan towards ongoing employment.

AUTHORITY TO ACT

Staff will support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
 - Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
 - Defined limits of delegated authority.
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KEY DUTIES

- Develop effective, person-centred, working relationships with clients with diverse backgrounds, including CALD backgrounds.
- Undertake assessments with clients to identify their requirements and develop individual Pathway Plans.
- Assisting clients to access their local community services and networks to foster independence in the community.
- Provide informed and accurate advice to clients about services, activities and options that are available to them.
- Assisting and supporting clients, while encouraging independence and participation, to engage with employment and education opportunities.

Hutt St Centre

POSITION DESCRIPTION

- Provide support to promote ongoing progress towards successfully transitioning to education and/or paid employment.
 - Work with, and oversee, volunteers when suitable to support clients within programs and activities.
 - Work with the other Pathways Officers to design, develop and deliver group activities for clients based around client's education needs, social connection needs, employment needs and living skills.
 - Work with the other Pathways Officers to evaluate the range of client Pathways activities, groups and excursions for clients, to continually improve and assess the efficacy of the program.
 - Develop cooperative partnerships with external providers to assist clients to access education and employment opportunities for example recruiters, Job Active and DES providers.
 - Engage proactively and collaborate with a range of stakeholders to ensure continued appropriate job seeker referrals, work experience and vocational opportunities.
 - Collect appropriate statistical data for contribution to research, needs assessment and data analysis.
 - Ensure case notes are updated regularly and outputs are entered into the appropriate record management systems – Penelope and Wyatt Foundation Grant Toolbox platforms.
 - Assist with the preparation and submission of acquittal reports for relevant funding bodies.
 - Contributing to the production of grant applications, including ensuring that all funding and reporting requirements are documented.
 - Assist in the development and achievement of team and organisational goals by participating in team meetings, program planning, client reviews and outcome evaluations.
 - Comply with work health and safety legislation and Hutt St Centre's work health and safety policies.
 - Keep appropriate records and receipts for all purchases made as part of the program.
 - Provide support and coverage for the Wellbeing Centre Officers as required.
 - Any other duties as reasonably requested.
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Hutt St Centre

POSITION DESCRIPTION

PERSONAL DEVELOPMENT

- Actively attend and participate in professional development opportunities to ensure high quality and safe, client-centric services.
 - Participate and actively contribute to Hutt St Centre development activities including completion of Hutt St Centre induction modules.
 - Actively contribute and participate in the yearly performance appraisal process.
 - Attend essential training such as Child Safe Environments Training, Cultural Awareness and Safe Place Training.
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WORK, HEALTH AND SAFETY

- Comply with all policies, procedures and instructions in relation to work, health and Team Leader or Manager.
 - Record all hazards or incidents within the WHS Portal and report them to your supervisor as soon as reasonably possible.
 - Act as a role model to other staff and volunteers by demonstrating safe work conduct, ensuring safety (WHS).
 - Keep your work area free of hazards and follow all reasonable directions by your
 - reasonable care that your actions or lack of action does not adversely affect others.
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EDUCATION/QUALIFICATIONS

- Qualification in a relevant discipline such as community or human services or relevant qualification at minimum Certificate IV level with experience.

OTHER REQUIREMENTS

- Maintain a satisfactory National Police Clearance (NPC).
 - Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
 - Unrestricted Driver's License.
 - Valid work rights.
 - Child Safe Environments (Through Their Eyes) training.
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KNOWLEDGE & SKILLS

Essential knowledge skills and experience

- Ability to develop flexible, responsive and creative programs or activities to aid client's transition to employment and education and lifestyle skills.
- Demonstrated ability to achieve KPIs, deliver on reporting requirements and contribute to program development.
- High level of written and verbal communication skills as well as interpersonal skills including the ability to liaise, negotiate, advocate.

Hutt St Centre

POSITION DESCRIPTION

- Ability to work under pressure and prioritise competing needs and demands of clients.
- Ability to contribute to a team environment, work autonomously to meet deadlines and display flexibility in response to changing priorities.
- Group facilitation skills including group activities, programs and excursions to enhance client wellbeing, social connection and belonging.
- Experience using Microsoft applications and database systems.
- Knowledge and understanding of culturally and linguistically diverse communities.
- Experience in developing, facilitating and delivering employment and education programs with vulnerable client groups is not essential, however beneficial.
- Experience working individuals at risk or experiencing homelessness will be highly regarded.
- Some out of hours work may be required.

I have read, understood and agree to the requirements outlined in this position description.

Name

Signature

Date