

## MOSS POSITION DESCRIPTION

Darebin Assertive Community Outreach (DACO) Coordinator

Striving to End Homelessness  
Sustaining housing and strengthening communities

<b>POSITION</b>	<b>DACO Coordinator</b> - 1.0 FTE/38 hours per week, Monday to Friday , temporary to 30 April 2022 with the possibility of renewal of contract.
<b>LOCATION</b>	Northcote
<b>CLASSIFICATION</b>	Social and community services employee Level 6.1, \$46.91c ph plus above award conditions, National Employment Standards
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010 Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
<b>REMUNERATION</b>	Generous over award entitlements including paid lunch break and option of vehicle to full-time employee. Immediate access to salary sacrifice.
<b>FUNDING</b>	Darebin City Council
<b>UNION</b>	Australian Services Union (ASU)
<b>REPORTS TO</b>	Crisis Support Manager, General Manager and CEO
<b>APPROVED BY</b>	Rita Lawrence, General Manager
<b>DATE APPROVED</b>	September 2021
<b>SIGNED</b>	_____

## **1. Organisational Context**

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- Crisis Response Program (CRP)
- Darebin Assertive Community Outreach DACO
- Youth and Family Program
- Catchment Youth Refuge
- North and West Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Connections Program (CP)
- Hume Program – transitional support
- Transitional Outreach Support Team (TOST)
- Banyule Housing Support
- Intensive Case Management Initiative (ICMI)
- Brunswick Older Persons' High Rise Support Program
- Brunswick High Rise Volunteer Program
- Housing Support for the Aged Program (HSAP)
- Shriving's Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Northcote Older Persons' High Rise Support Programs

## **2. Position summary:**

The Coordinator of the Darebin Assertive Community Outreach (DACO) program is an exciting leadership role overseeing and supporting the DACO team members and consumers. The position is part of a project to assist people sleeping rough or at risk of sleeping rough, in the City of Darebin. In June 2019, Darebin Council committed to funding and establishing a two-year assertive outreach

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program to bridge the gap between rough sleepers and the service system. The program was initially funded for two full-time workers and more recently an additional part-time position and a Coordinator position have been funded to work as part of the larger Crisis Program based at the Northcote office until the 30<sup>th</sup> of April 2022, with the possibility of a renewal of contract. The Darebin Assertive Community Outreach (DACO) program will be delivered in partnership and have direct reporting requirements to the Darebin Council.

The Darebin Assertive Community Outreach program will include:

- Actively seek out and engage rough sleepers using assertive outreach
- Provide street level service delivery, short-term case management and linkages to other support services
- Referrals to various housing and accommodation options
- Referrals to general and specialist services
- Establish a rough sleeper local task force

The role of the DACO Coordinator is a dynamic position with many competing demands. It is therefore critical the coordinator possesses highly developed facilitative leadership skills to maintain effective service delivery, meet funding targets, ensure practice conforms with specified service standards and a culture of continuous improvement. The DACO Coordinator will proactively lead team members through change management. Whilst the Coordinator role is primarily a leadership role, it will also include case management.

Referrals for the DACO program come from a variety of places including Darebin Council. The DACO program responds to and prioritises Council rough sleeper referrals, however, it is acknowledged that urgent referrals from other sources may also need to be responded to as a priority. The DACO Coordinator plays a key role in managing the relationships with Key Stakeholders to maximize the outcomes for consumers. This includes receiving and responding to referrals that are sent to the DACO program.

Case management is delivered using a team case management model. Typically, the role requires that the majority of contact with consumers occurs in an outreach capacity.

The DACO program reporting requirements are completed using a computer data base reporting and case management tool based on the Specialist Homelessness Information Platform (SHIP) used by Specialist Homelessness Services (SHS). Consumer file keeping, including electronic case notes is an important task. The DACO Coordinator is responsible for ensuring that all DACO staff are able to utilise this data-base effectively.

The DACO Coordinator is expected to be actively involved in various working groups and participate in and contribute to community development and agency development as part of their role.

The DACO Coordinator is required at all times to follow Merri Outreach Support Service policies and procedures and ensure that the DACO team members do likewise. The Program should work in a manner that is consistent with the Agency's mission and vision. The DACO Coordinator will oversee work practice which is informed by program guidelines and service standards set out by the funding body. They will be expected to adhere to the highest professional and ethical standards in performing their duties and responsibilities. The DACO Coordinator reports directly to the Crisis Support Manager.

### **3. Key Selection Criteria**

- 3.1 A tertiary qualification in community development, community services, social work, youth work or relevant field or extensive equivalent experience.
- 3.2 Demonstrated understanding of the Assertive Outreach Model in addition to experience providing assertive outreach to people who are sleeping rough in various environmental settings.
- 3.3 Demonstrated understanding of the impact of homelessness on individuals, children and families.
- 3.4 An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ and people with disabilities.
- 3.5 Strong leadership skills in support and supervision of staff work with marginalised consumers to maximise performance.
- 3.6 Ability to proactively lead staff through change processes.
- 3.7 Highly developed team work skills and the demonstrated ability to work independently
- 3.8 Demonstrated knowledge of the Specialist Homelessness Services (SHS), the homelessness service system and current frameworks such as the Opening Doors Framework.
- 3.9 An understanding of accreditation processes and commitment to continuous quality improvement.
- 3.10 Experience and commitment to community development and consumer participation.
- 3.11 Excellent organizational, interpersonal and communication skills:
  - Interviewing, assessment and counselling skills
  - Writing skills – including report preparation
  - Management of flexible funds
  - Oral skills – liaison, consultation, negotiation, telephone
  - Advocacy skills
  - Networking skills
  - IT competency

#### 4. Additional Information

**Office** This position is based at 279 High Street, Northcote

**Hours of work** Full Time: 7.6 hours per day Monday to Friday to be worked between the hours of 7am to 7pm.

**Website** [www.merri.org.au](http://www.merri.org.au)

##### **Occupational Health and Safety**

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

##### **Equal Opportunity**

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

##### **Diversity**

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

##### **Child Safe Organisation**

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which install a child safe culture.

##### **Employment is subject to**

- A current Working with Children Check
- A current Police Records Check
- A current Victorian Driver's Licence
- Verification of qualifications

##### **Privacy Notification**

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

## 5. Application process and contact information:

For more information about the position please contact: **Nannette Wilkinson 0402 024 068**  
Additional information about Merri Outreach Support Service can be found on the website:  
[www.merri.org.au](http://www.merri.org.au)

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 5pm, Friday 15 October 2021

Please forward applications to:

Rita Lawrence  
General Manager  
Merri Outreach Support Service  
279 High Street,  
Northcote VIC 3070  
T: 03 9482 3488  
E: [careers@merri.org.au](mailto:careers@merri.org.au)

## 6. Key Responsibility Areas

### Consumer Services

- Find, identify and engage with people who are sleeping rough.
- Assertive and persistent outreach to provide purposeful assistance to clients with complex needs and challenging behaviours.
- Sensitively engage people who are sleeping rough providing program intelligence for effective resource allocation.
- Ensure that services are relevant, flexible and accessible to people sleeping rough.
- Undertake proactive Assertive Outreach activities in collaboration with key stakeholders in the Darebin catchment area.
- Actively work with Darebin Council to respond to appropriate referrals within an acceptable time frame.
- Provide support and advocacy for consumers including information, referral into mainstream and specialist services.
- In consultation with the team and the consumer, undertake assessment tasks and the development and monitoring of case plans.
- Manage and maintain case load, case files and case notes.
- Actively participate in team case meetings.
- Provide practical assistance to consumers as is appropriate for them to access resources.
- Prepare housing applications including supporting documents and information.

- Work in conjunction with consumers to assist them to achieve their case plan goals.
- Ensure clients are exited to appropriate supports
- Work towards the achievement of the maximum level of self-reliance for each person assisted.

### **Community Liaison and Networking**

- Actively and positively promote Merri Outreach Support Service and its programs to consumers and amongst other key stakeholders.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service and Darebin Council.
- Provide assistance and appropriate information to services we refer consumers.
- Provide assistance and appropriate information to services about referral pathways for consumers they wish to refer.
- Attend network meetings and forums and promote the program at local, regional and state level as directed.
- Participate in local task force meetings.

### **Policy, Planning and Community Development**

- To contribute to the development, implementation and review of the Darebin Assertive Outreach program planning and operational processes.
- Through direct service provision to identify areas of common need or themes affecting homeless people and possible responses within the region.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of people experiencing homelessness and identify practices which will facilitate improved access for this target group ideally without need for program intervention.
- Assist in regular reviews of program operations and ongoing development of the service including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on people experiencing, or at risk of experiencing homelessness.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to homelessness.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees as directed by Crisis Support Manager.
- Participate in the regular scheduling and facilitation of the team meetings.

- Promote and oversee student placements.

## **Reporting and Administration**

- Maintain program and consumer records, including case files and other data as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of consumer information using SRS to facilitate monthly data reports for Darebin Council.
- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to Agency financial recording practices.
- Manage Assertive Outreach Roster and advise Crisis Support Manager of any rostering issues.
- Discuss any staff related issues around performance to the Crisis Support Manager.

## **Accountability**

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Human Services Standards, ISO 9001:2015 and other accreditation requirements.
- Be responsible to the Team, Crisis Support Manager, General Manager and CEO.
- Contribute to the facilitation of team meetings in collaboration with the DACO team.
- Actively participate in the broader Crisis Program meetings.
- Provide regular scheduled supervision to the DACO team members.
- Attend relevant training.
- Monitor training and team development needs of DACO team in supervision.
- Attend monthly Agency (staff) meetings.
- Adhere the MOSS Delegation of Financial Authority amounts
- Actively participate in scheduled supervision with Crisis Support Manager.
- Liaise with the Crisis Support Manager about any issues affecting the DACO, the program and/or potentially impacting on MOSS that are outside the reasonable and understood level of responsibility of the role.