



OUTREACH PROGRAM COORDINATOR

DUTY STATEMENT

Job Title:	Outreach Program Coordinator
APS Level or Equivalent	APS Level 6
Branch	Open Arms – Veterans & Families Counselling
Location:	Various
Supervisor:	Assistant Director - Clinical Outreach and Groups

Duties:

In accordance with the principles of workplace diversity, Occupational Health & Safety, participative work practices and values, and under limited supervision and within the standards for positions at this level, the Outreach Program Coordinator is responsible to the Director for these duties:

1. Collaboratively manage and coordinate the regions Outreach Program through liaison and negotiation with Open Arms management and staff through;
 - a) Contribution to the continuous quality improvement of the Open Arms Outreach Program at both region and national levels
 - b) Coordination and participation in the selection, orientation and resourcing of suitably qualified and experienced outreach counsellors in line with Open Arms policy
 - c) Facilitation of the delivery of high quality clinical outreach services for eligible Open Arms clients in rural and outer metropolitan areas in conjunction with other Open Arms staff by;
 - ensuring referrals are appropriate, timely, and accompanied by relevant written client and administrative documentation
 - applying quality assurance procedures to ensure all aspects of outreach counsellors' clinical practice, reporting and invoicing meet contractual requirements
 - providing information, debriefing and support, but not clinical supervision, to contracted service providers as appropriate
 - d) ensuring Open Arms staff with outreach area coordination and/or administrative responsibilities are informed of national and region policy and procedure updates
 - e) further development, maintenance and management of a database of Open Arms contracted counsellors
2. Direct provision of high quality clinical services including initial intake, assessment and referral, evidence based counselling, case management and case coordination as required.
3. Liaising and forming partnerships with DVA, the ADF and other government departments, ex-service organisations, community health and welfare agencies, and all other organisations

involved in meeting the identified needs of veteran and defence force communities and families.

4. Participation in and contribution to ongoing learning and development activities and maintenance of professional status.
5. Participation in community development and service promotion activities.
6. Participation in Open Arms program evaluation and research activities, contributing to project management activities that implement strategic directions and quality improvement recommendations, and providing feedback for the ongoing development of clinical policy and procedures.
7. Applying the principles of cooperative and safe work practices consistent with APS Values and the Department's mission, vision, approach and values.
8. Other duties, as required.

STATEMENT OF CLAIMS

Candidates apply by submitting a 1000 word statement of claims, also known as a 'one page pitch'.

Candidate's statement of claims outline their skills, knowledge and experience and why they should be considered for the role taking into consideration the duties and selection criteria (ILS).

MANDATORY SKILLS AND EXPERIENCE

- Qualifications as a registered Psychologist / Mental Health Occupational Therapist / Mental Health Registered Nurse with full AHPRA registration, **OR**
 - Qualification as a Social Worker eligible for membership of the Australian Association Social Workers (AASW) and be eligible to apply for Mental Health accreditation.
- AND**
- Working with Children (WWC) and/or Vulnerable People Checks/Clearance.

SELECTION CRITERIA

Your application will be assessed against the APS 6 Integrated Leadership System (ILS):

Shapes strategic thinking

Open Arms is committed to providing high quality services that best meet the needs of the clients. The successful candidate thinks laterally, identifies and implements improved work practices. They will have demonstrated ability to work independently, manage own workload and achieve objectives within a team environment, including strategic awareness to understand issues of importance, the ability to prioritise them and act on them when necessary.

Achieves results

You will possess the ability determine and work to key timeframes and events to achieve goals. You will draw on information from diverse sources and use experience to analyse what information is important and how it should be used. The understanding and use of systems and tools or the ability to acquire an understanding will give you an advantage in achieving objectives within the set timeframes.

Supports productive working relationships

Building and sustaining positive relationships with team members and other stakeholders is critical to the successful delivery of outcomes. The successful candidate will monitor work objectives, and measure progress and identify issues as required. They are committed to achieving quality outcomes and ensuring that the Section complies with departmental procedures and requirements. The successful candidate will build and promote systems and processes that capture and transfer organisational knowledge.

Displays personal drive and integrity

The ideal candidate takes a principled approach to their role in the team and adheres to the APS Values and Code of Conduct. They will take personal responsibility for meeting objectives, focussing on achieving deadlines and responding to pressure in a calm manner even in the most difficult circumstances. They will have an awareness and appreciation of differences in culture and approach, and the values these differences bring to the team.

Communicates with influence

Open Arms has a diverse range of clients and stakeholders, including the veterans and their families, other government departments and agencies, external providers, veteran community groups and defence personnel. The ideal candidate identifies relevant stakeholders' expectations and concern, and discusses issues credibly and thoughtfully. The ability to communicate in a clear and concise manner, using appropriate, unambiguous language tailored to your audience is essential to their ability to respond quickly, accurately and sensitively to queries and requests for information.

To learn more about the ILS click [here](#).

HOW TO APPLY

- Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.
- We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.
- To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.