

POSITION	LOCATION	REPORTING RELATIONSHIP
Rural Support Services Officer	Morawa	Community Initiatives Coordinator

ORGANISATIONAL CONTEXT

Desert Blue Connect Incorporated provides holistic services for women and families which include family violence response, women’s health, crisis accommodation for women and children, rural support services, men’s services and primary prevention.

Our objectives are:

- Research, design, develop, deliver and promote specialist domestic and family violence and health and wellbeing services, that are confidential and appropriate to the needs of women, children and men;
- Provide direct services that are accessible and affordable to the benefit of all women, children and men, provided in a non-discriminatory basis and with a commitment to gender equity principles;
- Provide safe and secure short-term accommodation to women and their associated children who are escaping domestic and family violence or who are at imminent risk of homelessness due to domestic and family violence;
- Enable clients to increase their knowledge, skills and confidence to make informed choices in all areas of their health and wellbeing and develop strategies to enhance their safety;
- Provide prevention and early intervention strategies through comprehensive health promotion, community and health education practices and innovative programs.

OUR PURPOSE

To Enrich and Empower the Community.

OUR VALUES

Respect – We treat each other with respect regardless of status, gender, culture and ability.

Integrity – We do what is right, not what is expected

Courage – We have strength and determination to challenge, initiate, educate and prevent.

Passion – We use our energy, passion, enthusiasm to drive our purpose and make a difference in the community.

POSITION OVERVIEW

The Rural Support Service Officer (RSSO) reports to the Community Initiatives Coordinator and is part of the Community Initiatives team at Desert Blue Connect. The Rural Support Services Officer is responsible for planning and coordinating Desert Blue Connect health promotion activities and events throughout the seven shires covered by the Rural Support Services contract. This is a Part-time position.

KEY RESPONSIBILITIES

LEADERSHIP

- Embraces and promotes Desert Blue Connects purpose and values throughout the organisation and the wider community.
- Responds to diversity in a culturally appropriate manner and observe high standards of conduct professionally and ethically relating to family violence practice.
- Lead and engage in activities and behaviours that actively promote the development of a position, organisational and workplace culture in line with the values of the organisation and the expectations of Desert Blue Connects strategic plan.
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, integrity and transparency.
- Actively promote the program to all service providers and clients across the region.
- Keeping abreast of evidence based best practice to improve outcomes for all clients, carers and all families.
- Maintain and expand knowledge base, theory and skills through professional development and supervision.

SERVICE DELIVERY

- Engage with organizations and individuals within the 7 towns (Morawa, Mingenew, Carnamah, Three Springs, Perenjori, Coorow, Yalgoo) and ascertain what services DBC could provide that would add value.
- Implement the Desert Blue Connect strategy for the Rural Support Services program
- Investigate opportunities for DBC to integrate into existing community events whilst promoting our services and messages regarding Women's Health, Mental Health, Children's Services and Family and Sexual Violence.
- Plan, coordinate and facilitate health promotion events within the shires that enables DBC to introduce our services whilst reducing the stigma surrounding them.
- Develop relationships with existing infrastructure and organizations to creating multiple referral pathways.
- Maintain professional records, data, and information relevant to the evaluation of the service and in accordance with funding requirements, including the completion of reports in relation to the service as required in the funding contract.
- Ensure inclusive practices and communication that address the full range of client diversity in background, culture and experience.
- Ensure continuous improvement strategies are in place and participation in evaluation process.

RISK MANAGEMENT AND OCCUPATIONAL HEALTH AND SAFETY

- Responsible for a health and safety in the work place. Ensuring that all work practices are carried out in as safe a manner as possible and complies with all organisational policies and procedures and within legislative requirements to minimise the risk to clients, visitors and self.
- Practice self-care strategies and apply safety procedures in all work practices.
- Continually review security and safety systems at Desert Blue Connect premises, managing risks within delegated responsibility and escalating risks as required to line Coordinator/EMO/CEO.
- Contribute to the development and management of risk management planning for Desert Blue Connect.

OTHER

- Remains abreast of professional trends and literature relevant to field of practice.
- Maintains personal and professional boundaries at all times.
- Conforms to Desert Blue Connects conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards.
- Performs additional duties as required.

KEY OUTCOMES

LEADERSHIP

- Demonstrated leadership, as indicated by behavior and performance that is consistent with the purpose and values of Desert Blue Connect.
- Demonstrates a high standard of conduct professionally and ethically.
- Respects diversity and responds to stakeholders in culturally appropriate manner.
- Demonstrated commitment to own personal and professional development and attends courses, training, workshops and on the job learning as identified in conjunction with Coordinator.

SERVICE DELIVERY

- Ongoing service delivery performance that meets KPI's and achieves high quality outcomes for the organisations clientele.
- Evidence of a strong client focus and commitment to quality service provision.
- Evidence of responding to stakeholder enquiries in a culturally appropriate manner and respecting diversity in a timely and responsive manner to meet client needs.
- Increased demand within the 7 shires for DBC's counselling services and increased provision of all other aspects of DBC service contract. (Advocacy, Life Skills, etc)
- Improved relationships (Ideally some formalized with a Memorandum of Understanding) with referring organizations leading to an increase in client numbers

TEAMWORK

- Evidence of team using a continuous improvement approach to service provision and of contribution to quality assurance process.
- Evidence of mentoring, transferring knowledge and development of skills of team by sharing research and of own knowledge and expertise.

- Evidence of cohesive relationships with other team members and demonstrates strong interpersonal skills in collaborating with coworkers to provide a high quality service.
- Demonstrated ability to resolve, recommend solutions, participate in and supporting decisions made.

RISK MANAGEMENT AND OCCUPATIONAL HEALTH AND SAFETY

- Risk planning, management and compliance systems and process are working effectively.
- Takes responsibility for a health and safety in the work place, ensuring that all work practices are carried out in as safe a manner as possible and complies with all organisational policies and procedures and within legislative requirements to minimise the risk to clients, visitors and self.
- Evidence of practice of self-care strategies and apply safety procedures in all work practices.
- All duties are conducted in line with policies and procedures, relevant legislation and standards to minimise risk to clients, visitors and self.

ESSENTIAL EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

ESSENTIAL

- Qualification and experience in health promotion, community development or social work.
- Ability to work autonomously, creatively and energetically.
- The ability to establish and maintain effective working relationships with stakeholders, including the capacity to promote the service to the local community and key stakeholders
- Highly developed organisational skills, including prioritisation skills with the ability to multi task.
- Demonstrated ability to work compassionately and effectively with Aboriginal people and people from a culturally and linguistically diverse background.

DESIRABLE

- Live within commuting distance of Morawa.

OTHER EMPLOYMENT REQUIREMENTS

- Must hold Australian citizenship, or be a permanent resident of Australia.
- Proficient in the use of technology including email, the internet and Microsoft Office.
- Current drivers licence.
- National Police Clearance and Working with Children Check.
- Evidence of qualification(s).

CEO Approval: _____

Date: _____

Incumbent Acceptance: _____

Date: _____