

POSITION TITLE	Special Projects Officer		
POSITION OVERVIEW	<p>The Special Projects Officer is responsible for the holistic assessment of people with multiple, complex needs presenting to OneLink using the appropriate practice frameworks and theoretical approaches including strength based, person centeredness, and trauma informed practice. This role requires a high level of professionalism and experience working with people who have complex trauma presentations.</p> <p>The Projects Officer will be also be responsible for coordinating and liaising with external services to support projects run by Onelink. Two such examples of the projects are the Client Support Fund and the Rough Sleeper Working Group.</p> <p>This position will involve rostered weekend work.</p>		
CLASSIFICATION	WCS Level 6	SERVICE AREA	OneLink
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK 38
LOCATION	Belconnen and various outreach locations		
IMMEDIATE MANAGER	Manager Housing and Homelessness		
INDUSTRIAL AGREEMENT	Woden Community Service Inc - Caring for Our People, Building Our Capability to Serve, Enterprise Agreement 2021-2023		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
KEY RELATIONSHIPS			
INTERNAL	All WCS employees, CSF Coordinator, Manager Housing and Homelessness, Director, Housing and Community Services.		
EXTERNAL	Service Users, ACT Community, ACT Government Partners		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> • Proven ability to effectively engage with a range of people from diverse backgrounds experiencing crisis or vulnerabilities. • Strongly developed cultural competency and skills in engaging with Aboriginal and/or Torres Strait Islander peoples. • High level application of assessment, case management and referral skills and capacity to conduct holistic assessments in line with the appropriate practice framework – trauma informed practice, and experience delivering case management services. 			

- Ability to exercise professional judgement and appropriately assist service users with complex presentations including a range of co-morbidities and at times challenging presentations, to explore and identify their needs, providing active client engagement and skills to facilitate referrals.
- Strong time management and capacity to prioritise tasks in a competing and fast paced environment.
- Provide support in intake at OneLink by phone and face to face as required.
- Maintain up to date knowledge of information, resources and relevant services across the wide range of ACT Government and Community Services.
- Contribute as an effective team member by sharing information, support and assisting colleagues in a proactive manner to meet goals and timeframes where appropriate.
- Engage positively with the CSF Coordinator in the ongoing improvement of own knowledge and skills through self-learning, attending agreed training programs, supervision and reflective practice.
- Professionally represent and promote OneLink at Outreach locations, meetings or community events.
- Maintain relationships with key stakeholders.
- Ability to enter data accurately, write clear and concise case notes and write comprehensive referrals in a timely manner.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Perform other duties as directed by your Supervisor or Manager.

EXPERIENCE & QUALIFICATIONS

Essential

- Demonstrated skills, knowledge and experience working with a diverse range of people and conducting assessment of complex support needs, face-to-face, case work, referrals and outreach.
- Demonstrated experience in case work, case conferencing, referrals and outreach.
- Demonstrated professional competence and sensitivity in holistic assessment processes and referrals, with the ability to identify needs and draw out relevant information via a holistic and person-centred conversation
- Demonstrated ability to use strengths-based practices, person centred approaches and trauma informed practice
- Ability to establish and maintain service knowledge, make and receive referrals and work in an integrated way
- Demonstrated professional conduct and ability to build and maintain stakeholder relationships
- Demonstrated strong written skills to ensure clear and concise case notes and comprehensive referrals with the ability to enter data accurately and in a timely manner
- Proven ability to effectively time manage a range of competing priorities
- Proven ability to actively participate as a team member and contribute to strategic and service improvement discussions

Desirable

- Degree or Diploma Level in relevant discipline area, for example, Social Work, Community Services, Drug and Alcohol, Disability, Mental Health etc.;
OR Certificate IV with extensive experience in a relevant field.

Other	<ul style="list-style-type: none"> • Ability to work outside normal business hours if required • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct • Ongoing employment is subject to applicants providing a satisfactory Police check and Working with Vulnerable People check
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Document History	Original: March 2022	Revised: N/A	Version: V1
Employee's name		Signature	
		DATE	