

Community Support Services



Position Description	
Position Title	Outreach CASP Officer
Program Location	Head Office
Reports To	Manager of Client Services
Direct Reports	Nil
Award	Social Community Home Care and Disability Services
Classification	Social and Community Services Employee Level 4
Community Services #1 Capability Level	Level 4
Objective	<p>The Outreach CASP (Community Assistance and Support Program) Officer works within the community and with the assistance of other agencies to provide practical, advisory and supportive services for disadvantaged people aged under 65.</p> <p>The emphasis is on providing information and practical assistance, to allow the client to continue with daily living activities they may find difficult due to a short-term or intermittent health issue.</p>
Key Accountabilities and Capabilities	<p>Assist under 65 clients with short term or intermittent health issues to access support services.</p> <p>Provide an information, referral and support service to clients in the target group. Prioritise referrals to available internally provided services.</p> <p>Adhere to case management principles when working with cases that are more complex.</p> <p>Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.</p> <p>Assist with collection of data and statistics for the Manager of Client Services for reporting purposes.</p> <p>Participate in quality assurance and continuous improvement processes for the Client Services team.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>

Selection Criteria	
Required Qualifications, Skills and Experience	<p>Demonstrated equivalent Certificate IV qualifications in relevant fields such as Community Services or Community Development, or equivalent work experience.</p> <p>Demonstrated sound knowledge of the Community Assistance and Support Program, and experience assisting clients experiencing a short-term or intermittent health issue to access relevant support services.</p> <p>Demonstrated sound knowledge of the local community services sector and assistance and support resources for people aged under 65.</p> <p>Demonstrated sound understanding of risk assessment and duty of care for client services.</p> <p>Demonstrated diverse communication skills including the ability to liaise effectively with other agencies and organisations, and demonstrated ability to relate to individuals in need of support.</p> <p>Demonstrated excellent administration skills and computer literacy.</p>
Additional Requirements	<p>A.C.T. Working with Vulnerable People Card</p> <p>Current Driver Licence and Own Car</p> <p>Current First Aid Certificate</p>

Acceptance	
I understand and accept the duties and responsibilities as outlined in this position description.	<p>Employee:</p> <p>Date:</p>