



Role Description

Role title:	Classification:
Community Outreach Worker	HSO3
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Remote and Regional Service Development / Remote Visitor Outreach	Program Manager

Role purpose:
<p>The Community Outreach Worker is a role within Community and Aboriginal Partnerships and is accountable to the Program Manager for:</p> <ul style="list-style-type: none"> Engaging assertively with Aboriginal people and their families to address issues and at-risk behaviours and assist Aboriginal people to access relevant government and non-government services for better life outcomes. Supporting Aboriginal people and their families to access case management. Assessing and responding to the individual and complex needs of Aboriginal people and facilitate positive experiences for them and their family members, significant others and the community. Supporting partnerships with youth service providers and the local community to develop diversionary local responses, particularly in high-risk locations.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> Work in partnership with local service providers, SAPOL, DASSA and health services to engage with remote Aboriginal people where they gather with a flexible and assertive approach. Work with the Remote Outreach team to collaborate with the community to deliver programs and activities that engage Aboriginal people, including a combination of recreational, cultural, educational and other activities. Communicate across government and non-government organisations, families, communities and with individual clients to strengthen the support in managing the key issues and challenges. Identify clients with complex needs requiring further assistance and referral. Work in a culturally appropriate manner with community, kin and family to achieve outcomes for the young person. Maintain accurate documentation and for clients and other organisational records. <p><i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>

Special conditions:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to hold a Working with Children Check (WWCC) prior to being employed.
- Successful applicant will be required to provide evidence of completion of Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some out of hours work may be required.
- Intrastate travel is required.

Key Relationships/Interactions:

- Program Manager (line manager)
- Senior Outreach Coordinator
- Service providers
- Aboriginal people and communities
- Department of Human Services staff
- Government and non-government organisations

Budget/Delegations:

No budget or HR delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Aboriginal Cultural and Community Knowledge** – Demonstrated knowledge and understanding of Aboriginal culture, and the special requirements and needs of Aboriginal people families and community.
2. **Communication Skills** – Highly developed verbal and written communication skills, and ability to effectively liaise with people at all levels, and develop and maintain productive and respectful working relationships.
3. **Client Service Experience** – Utilise experience in working with clients with complex needs or in crisis situations and responding appropriately to situations involving conflict.
4. **Multi-disciplinary Teamwork** – Effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic standards professional service.
5. **Autonomy** – Ability to work unsupervised, handle high volumes of work, to use initiative, organise priorities and meet deadlines.

Desirable: A Certificate qualification in mental health, community services or other relevant field and/or relevant work experience deemed to be the equivalent.

Key leadership competencies and expected behaviours at this classification:

Understands strategic direction

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations, and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.



Engages in positive working relationships

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:

<p>Assessed by: Claudia Dalle-Nogare, Human Resources Business Partner</p>		<p>Date: 16/04/2026</p>
<p>Approved by: Jacqueline Costanzo, Director, Remote and Regional Service Development</p>		<p>Date:16/04/2026</p>