



POSITION DESCRIPTION

Position Title	Community Safety & Wellbeing Worker – Social Health
Position Number	51011 - 51012
Classification:	Aboriginal Services Officer
Accountable to:	Senior Manager – Social Health or delegate

BASIC POSITION PURPOSE

The Community Safety & Wellbeing Worker – Social Health will be required to work as part of a responsive and dedicated multi-disciplinary team to provide multi-faceted holistic programs and services to Aboriginal people residing in the Shoalhaven Aboriginal Communities.

The CS&W worker will be required to promote the service and work in partnership with relevant stakeholders in providing health care programs and services that improves community safety and wellbeing. This will include providing culturally appropriate assessment, intervention, referral, and educational and support services as necessary for individuals, families and groups. The position holder will be required to provide direct client service delivery to individuals and facilitate a range of programs to reduce substance use and improve social and emotional wellbeing among local Aboriginal communities.

SPECIFIC RESPONSIBILITIES

Working Relationships

Working under the direction of the Senior Manager Social Health Services, and reporting directly to the line manager, the CS&W worker will be required to relate to:

- Co-workers and peers within SCMSAC and other relevant Government and Non-Government agencies/services. Including but not limited to; the health, medical, welfare and legal sectors.
- Ensure the development of therapeutic relationships with clients of the service is maintained professionally.
- Communicate and work closely with local Aboriginal communities to identify needs and ensure that appropriate culturally sensitive programs and services are driven by community needs.

Person Specification

The position holder will be required to demonstrate:

- Commitment to working within SCMSAC vision and values.
- Ability to successfully coordinate the delivery of Social Health programs and services.
- Ability to communicate effectively and timely and a high level of interpersonal skills.
- High level of Integrity and regard for professional boundaries, confidentiality and the ability to maintain sensitive information.
- High level of organisational ability, time and task management skills.

- Strong community focus with compassion for the client group and ability to maintain unconditional positive regard for the clients.
- Willingness to learn, undertake training and ongoing professional development.
- Leadership and capacity for innovation, quality assurance and improvement

KEY COMPETENCIES

Essential Qualifications, knowledge and skills:

SELECTION CRITERIA:

1. A sound knowledge of Aboriginal/ Torres Strait Islander communities and relevant organisations within Shoalhaven, Illawarra and South/ Far South Coast regions and a demonstrated understanding of health and wellbeing issues affecting Aboriginal and Torres Strait Islander people.
2. Excellent interpersonal, written and oral communication skills including the ability to manage time effectively and efficiently using personal and technical skills, including establishing priorities and meeting deadlines.
3. Demonstrated experience in the delivery of casework, case management and counselling services including relevant tertiary qualifications in community services relating to; Alcohol and other drug work, mental health and or social emotional wellbeing.
4. Ability to develop, implement and evaluate health related programs and community development strategies.
5. Computer proficiency and the ability to use basic computer programs and client information and data management systems, including the capacity to write reports, collect statistics and data, and develop presentations and promotional materials.
6. Knowledge and commitment to principles and practices of Workplace Health & Safety and Equal Employment Opportunity and how they apply in the workplace.
7. Current NSW Driver's License and willingness to travel overnight in regional and interstate areas if required.
8. Aboriginality*

**Aboriginality- Aboriginality is a genuine occupational requirement and racial discrimination is prohibited as outlined under Section 8 (1) of the Racial Discrimination Act 1975.*

Desirable:

- Tertiary qualifications or minimum of certificate IV in Community Services (Alcohol & other Drugs, Mental health) or related field, or equivalent experience in related area of work.

Key accountabilities relates to:

Professional

- Work as part of a multi-disciplinary team and participate in regular staff meetings
- Accept personal responsibility and be accountable for professional practice.
- Advocate for the program and contribute overall to service outcomes.
- Maintain professional skills and knowledge via appropriate staff development activities.
- Participate regularly in supervision, including case supervision and professional supervision
- Participation and completion of annual Professional Development Agreements and Reviews.

Service delivery

- Provide evidence based interventions to address a range of health issues such as substance use, mental health and poor social emotional wellbeing.
- Provide client centered case managed services to clients by appropriately assessing client needs taking a holistic approach to their health, wellbeing, social and cultural needs.
- Facilitate opportunities for clients to access and experience meaningful activities or programs as an alternative to substance use and improve their overall wellbeing.
- Develop client case management plans outlining goals, strategies, timeframes and treatments as agreed to by the client.
- Follow relevant intake, assessment, counselling and referral protocols.
- Participate in the design and delivery of Social Health programs and services to meet the health needs of the Shoalhaven Aboriginal community.
- Facilitate health promotion and educational activities within the community and schools.
- Support regional programs, health strategies and initiatives to improve regional health outcomes.
- Assist in developing and implementing health education and training programs with a particular focus on prevention, early intervention, and health promotion.

Networks, advocacy and community liaison

- Develop and maintain partnerships with relevant organisations to maintain effective and accountable services to clients.
- Effectively communicate with relevant service providers to promote programs and services, exchange information and ensure that results of the partnership are relevant to the target group.
- Participate in steering groups, interagency and network meetings to sustain relationships and enhance client or program outcomes.
- Liaise with other health care, youth and education staff of the area, to ensure the development of therapeutic relationships with clients of the organisation.
- Encourage community participation in the provision of services by participating in a range of activities such as community consultations, consumer surveys, focus groups, education sessions and workshops as directed.

- Represent SCMSAC with regard to health issues on relevant committees, working groups and community groups.
- Liaise with other work peers, government and non-government organisations doing similar work and ensure their participation in local, regional, state and Commonwealth education, preventative and support campaigns as directed.
- Advocate on behalf of and with the Aboriginal Community on health issues.

Resources and equipment

- Maintain stocks of resources and supplies, including correct storage, removing of out-of-date stock and ordering supplies.
- Ensure the maintenance and responsible use of vehicles, equipment and supplies.
- Provide input in purchasing relevant resources, equipment and supplies.

Quality, planning and reporting

- Completion of activity evaluations, reports, statistics, and attendance records.
- Collect, collate and co-ordinate health statistics, evaluations and other information that is useful in improving Aboriginal health and well-being and appropriate program development.
- Participate in research activities as directed.
- Work with existing Aboriginal organisations and workers to ensure that they are aware of all relevant health information in their planning.
- Participate in the development, implementation and maintenance of ongoing quality assurance activities.
- Assist in the evaluation of social health strategies, programs and services conducted by the service.
- Assist in maintaining and developing quality standards and participate in the process of accreditation.

Compliance and administrative tasks

- Maintain up to date files and records of relevant resources and documentation
- Facilitate meetings, record minutes and ensure accurate records are readily available
- Review, develop and maintain up to date client health records
- Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations including infection control, sterilization, hazardous materials, safe handling and disposal of medical waste
- Actively uphold the SCMSAC's philosophy, policies and procedures.
- Maintain confidentiality regarding staff, clients and the affairs of the organisation.
- Comply with SCMSAC policies and procedures, and relevant legal and ethical standards, including accountability, child protection, ethical practice, duty of care, confidentiality and workplace health and safety.
- Be honest, approachable and responsive to the resolution of work related matters.

PERFORMANCE INDICATORS

- Completion of program record forms.
- Effective use of information technology systems.
- Maintain timely and accurate reporting obligations.
- Service clients are handled in a professional and courteous manner.
- Team work; follow service goals, directions and direction of management.
- Participation in planning and strategic directions of the organisation.
- Extent to which work processes and procedures are documented.
- Community relationships are established and or developed and well maintained.
- Participation in the planning process for health programs and services.
- Effective delivery of Social Health programs and services
- Effective and efficient use of resources.
- Completed duties as detailed in person specification and position description.
- Completion of Employee Development Agreement and Review.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee name

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date