



POSITION DESCRIPTION

Position Title	Aboriginal Community Support Worker
Reporting To	Health & wellbeing Service Manager

PURPOSE OF THE POSITION

The Aboriginal Community Support Worker will be required to promote the service and work in partnership with relevant stakeholders in providing health care programs and services that improve community safety and wellbeing.

Through the Afterhours Support Program, run in partnership with Waminda – South Coast Women's Health & Welfare Aboriginal Corporation, the Aboriginal Community Support Worker will provide prevention and intervention to community members who are at risk of suicide, harm to self or others. The position holder will also participate in an on-call roster, provide follow up support for clients referred and linking clients to SCMSAC Health and Wellbeing supports such as case management, counselling, groups/programs as well as access to external services and specialist services.

The Afterhours Support Program also provides a telephone based support line for Aboriginal people in the Shoalhaven at risk of suicide or family/carers impacted and/or bereaved by suicide, follow up safety plan and implementation.

KEY RESPONSIBILITIES & DUTIES

- Ability to successfully provide community support and advocacy to clients and their families, to assist in the recovery of Aboriginal people at high risk of suicide or following a suicide attempt
- Provide follow up and support to clients referred from the Afterhours Support line
- Ensure clients are linked to internal or external supports and mental health based services and programs where required
- Work alongside other staff members, guiding and supporting clients to stay connected to services
- Ensure that client pathways, external to the partnership with Waminda, involve services that are culturally sensitive and are consistent with a stepped approach to mental health care
- Participate in a rotating, on-call roster
- Positively promote the Afterhours Program to encourage community awareness and participation
- Maintain high level of integrity and regard for professional boundaries, confidentiality and the ability to maintain sensitive information
- Willingness to learn, undertake training and ongoing professional development
- Commitment to working within SCMSAC vision and values
- Knowledge and commitment to principles and practices of Workplace Health & Safety and Equal Employment Opportunity and how they apply in the workplace

- Leadership and capacity for innovation, quality assurance and improvement
- Other duties as directed by CEO, Executive Officer or Delegate

KEY PERFORMANCE AREAS

- Clients receive a high quality professional level of service, flexible and responsive to individual client needs
- Achieve the organisations targets for caseloads and completed client session as designated for the program
- Maintain appropriate client files, case notes and data as per organisational policies and procedures, legislative and funding required timeframes
- Adhere to evaluation, monitoring and improvement processes

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Aboriginality*
- A sound knowledge of Aboriginal/ Torres Strait Islander communities and relevant organisations within Shoalhaven, and a demonstrated understanding of health and wellbeing issues affecting Aboriginal and Torres Strait Islander people
- Demonstrated knowledge, skills and ability to provide community/peer support and advocacy services
- Strong community focus with compassion for the client group and ability to maintain unconditional positive regard for the clients
- Ability to manage time effectively and efficiently using personal and technical skills, including establishing priorities and meeting deadlines
- Ability to develop, implement and evaluate health related programs and community development strategies
- 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
- Clear Working with Children Check and National Police History Check
- Current NSW Driver's License and willingness to travel

Desirable

- Relevant qualifications (i.e. Cert IV Peer Work or Cert IV Community Services) or equivalent experience).

PERSONAL QUALITIES AND ATTRIBUTES

- Demonstrates, flexibility, initiative and ability to problem solve
- Ability to communicate effectively and timely and a high level of interpersonal skills

RELATIONSHIPS

With	Purpose
SCMSAC CEO	The CEO may make day-to-day requests for support and information from the Aboriginal Community Support Worker.
SCMSAC Executive Officer Health and Wellbeing	The Aboriginal Community Support Worker may receive guidance and direction from the Executive Officer Health & Wellbeing.
SCMSAC Health and Wellbeing Services Manager	The Health and Wellbeing Services Manager is the first point of contact for the overall direction of work, and provides support to the Aboriginal Community Support Worker.
SCMSAC Managers, Team Leaders and Employees	The Aboriginal Community Support Worker will also develop and maintain effective working relationships with Managers, Team Leaders and Employees to collaborate on matters, exchange information and provide advice and feedback.
External Stakeholders	The Aboriginal Community Support Worker will develop and maintain strong links with external stakeholders including but not limited to funding bodies, government departments, service providers and Aboriginal communities in the Shoalhaven region.

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 signature

Date

Signed and approved on behalf of SCMSAC

Date

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