



Position Title	Aboriginal Community Care Worker	Position Number	SS-007; SS-008; SS-009; SS-010
Work Group:	Social Support		
Work Unit:	Shelter		
Reports To:	Shelter Coordinator		
Supervisory:	No		
Award	Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) NES Fair Work Conditions Contract of Employment		
Position Term	Ongoing – 35 hours per week		
DATE:	27.06.2022	No of Pages	4
REVIEW DATE:	27.06.2022	STATUS:	Draft/Active/Under Review
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	/ /

VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to the Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.



PURPOSE OF THE POSITION

To provide a safe, care orientated environment for people who are intoxicated. Aboriginal Community Care Workers will provide clients with a bed, meal, shower, laundry facilities and can refer people for other social support and primary health (clinical) services.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External:

- Liaise and maintain working relationships with a variety of organisations and stakeholder representative groups as required;
- Develop and maintain good client relationships as required;

Internal:

- Maintains close working relationships with all BGHS employees.
- Maintains close working relationship with the Shelter Coordinator, Manager Social Support Unit and other team members.



RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none"> ❖ To assist in the physical and hygienic care of shelter clients e.g., shower, clothing and monitoring the client throughout the sobering up process; ❖ To provide care for clients, including basic first aid where necessary or to refer clients to a more adequate medical service; ❖ To maintain client confidentiality at all times by not disclosing directly or indirectly any information about the client without their consent; ❖ To provide domestic services such as cleaning, laundering or other tasks as directed; ❖ To physically search clients upon arrival at the shelter and remove drugs, alcohol, weapons or items which may interfere with the effective operation of the shelter; ❖ Other tasks as directed by the Manager Social Support Unit;
Reporting	<ul style="list-style-type: none"> ❖ Ensure all reporting is recorded, submitted and meets KPI requirements for BGHS and relevant funding agreements; ❖ Assist and or/provide regular reports as directed; ❖ Ensure regular data is input into databased or other computer software/programs as required;
Organisation and Administration	<ul style="list-style-type: none"> ❖ Ensure filing systems and statistical records are kept meeting requirements and the operation of the service; ❖ To provide other administrative support as required and agreed upon by Supervisor; ❖ To report occurrences of incidents to the Manager Social Support Unit via the appropriate format; ❖ To participate in relevant training and professional development as directed; ❖ Attend and participate in staff meetings and complete staff surveys on request; <p>Other Duties</p> <ul style="list-style-type: none"> ❖ Promote the image of the shelter by assisting to maintain effective working relationships with external agencies, including maintaining a high standard of professional ethics; ❖ Liaise with clients, community groups and the general public about the services available at the shelter; ❖ Perform other duties relevant to the position as directed by the Manager Social Support Unit; ❖ Actively encourage and promote continuous improvement;
Communication	<ul style="list-style-type: none"> ❖ Effectively communicate and maintain sound relationships with clients, stakeholders and all BGHS employee's; ❖ Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation; ❖ Display respect, empathy and understanding with all employees, Board Members and other stakeholders; ❖ Work collaboratively and cooperatively with team members to ensure quality outcomes; ❖ Work collaboratively across organisation boundaries as required;



Education	<ul style="list-style-type: none">❖ Attends relevant training courses and professional development including mandatory training as required by Bega;
Physical Environment and Safety	<ul style="list-style-type: none">❖ Report and document incidents and accidents in accordance with Bega policies and procedures;❖ Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level;❖ Maintain a safe environment for all employees within Bega;❖ Adhere to correct fire safety procedures and attend fire drills as required;❖ Ensure compliance with with Occupational Safety and Health (OSH) policies and procedures as set by BGHS and as set out under the OSH Act 1984.



COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Ability to communicate with Indigenous people from different communities and interest groups;
- Basic Computer knowledge;
- Ability to work under pressure;
- Ability to work as part of a multi-disciplinary team in a community-based organisation;
- Ability to work out of hours and on a roster basis;
- Cross cultural sensitivity and understanding of issues affecting Aboriginal & Torres Strait Islander Communities and people;
- Possess Current First Aid Certificate;
- Knowledge /Understanding of Alcohol, Tobacco & Other Drugs and ability to liaise with and advocate on behalf of clients;
- Demonstrated awareness of the relevant principles and practices of EEO, WHS, Confidentiality and Duty Of Care.

DESIRABLE:

- Certificate in Community Services and or Alcohol and Other Drugs (or willing to work on to obtain);
- Current "C" Class Drivers Licence.

Conditions of Appointment:

Provide Bega Garnbirringu Health Service with the following requirements prior to commencement of employment;

- Valid Working with Children Check (WA);
- National Criminal History Check Certificate (Police Clearance - valid within 3 months);
- Australian Government COVID-19 Digital Certificate or evidence (immunisation record) of full COVID-19 Digital vaccination including Booster vaccination as per the booster vaccination (restrictions on access) directions;
- Possess Current First Aid Certificate.

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____