

# Job Description Form Maternal Support Worker (PH-031)



**Bega  
Garnbirringu**  
HEALTH SERVICE

*Sickness gets better.*

Position Title	Maternal Support Worker		Position Number	PH-031
Work Group:	Primary Health			
Work Unit:	New Directions			
Reports To:	Clinic 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:	02.12.2022	No of Pages	4	
REVIEW DATE:	02.12.2023	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.

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

## PURPOSE OF THE POSITION

Under the direction of the Maternal Child Health (MCH) Coordinator, this position provides client support and administrative assistance for the New Directions team in an effective and efficient manner which fully supports the delivery of high quality, culturally appropriate services and activities.

## KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

### External:

- Liaise and maintain working relationships with a variety of organisations and stakeholder representative groups as required. This position has contact with most Aboriginal Community Controlled Health Services;
- Develop and maintain good client relationships as required.

### Internal:

- Maintains close working relationships with all BGHS employees.

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## RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none"> <li>❖ Provide general administrative assistance, particularly with regard to recall notices and follow-up phone calls;</li> <li>❖ Provide transport for client's to attend appointments, hospital visits etc;</li> <li>❖ Assist in the delivery and advertisement of health promotion events and activities, ante-natal classes;</li> <li>❖ Ensure confidentiality is maintained within Bega guidelines and in accordance with the Privacy Act 1998;</li> <li>❖ Accurately collect statistics as required;</li> <li>❖ Liaise with Community groups, allied health professionals, specialists and other health services as required;</li> <li>❖ Support clients when in hospital and coordinate postnatal appointments.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>❖ Ensure all reporting is collected, submitted and meets KPI requirements for BGHS and relevant funding agreements;</li> <li>❖ Assist and or/provide regular reports as directed;</li> <li>❖ Ensure regular data is input into databased or other computer software/programs as required;</li> </ul>
Organisation and Administration	<ul style="list-style-type: none"> <li>❖ Plan and establish priorities to ensure effective use of time;</li> <li>❖ As a member of a small team, demonstrate flexibility in supporting delivery of services as/when required.</li> <li>❖ Contribute to the ongoing development of internal policy and procedures;</li> <li>❖ Attend and participate in staff meetings and complete staff surveys on request;</li> </ul>
Communication	<ul style="list-style-type: none"> <li>❖ Effectively communicate and maintain sound relationships with clients, stakeholders and all BGHS employee's;</li> <li>❖ Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation;</li> <li>❖ Display respect, empathy and understanding with all employees, Board Members and other stakeholders;</li> <li>❖ Work collaboratively and cooperatively with team members to ensure quality outcomes;</li> <li>❖ Work collaboratively across organisation boundaries as required;</li> </ul>
Education	<ul style="list-style-type: none"> <li>❖ Attends relevant training courses and professional development including mandatory training as required by Bega;</li> </ul>
Physical Environment and Safety	<ul style="list-style-type: none"> <li>❖ Report and document incidents and accidents in accordance with Bega policies and procedures;</li> <li>❖ Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level;</li> <li>❖ Maintain a safe environment for all employees within Bega;</li> <li>❖ Adhere to correct fire safety procedures and attend fire drills as required;</li> <li>❖ Ensure compliance with Occupational Safety and Health (OSH) policies and procedures as set by BGHS and as set out under the OSH Act 1984.</li> </ul>

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## 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:

- High level oral and written communication skills, including the ability to relate well to staff and to liaise effectively with key stakeholders;
- Demonstrated knowledge and understanding of cultural factors and social determinants particularly relating to Aboriginal Health;
- Demonstrated commitment to confidentiality and a high level of accuracy;
- Well-developed problem-solving skills and the ability to effectively determine priorities to ensure deadlines are met;
- Work effectively as a member of a team in an environment of competing priorities;
- WA "C" Class drivers' licence;
- A current Working With Children's Check

### DESIRABLE:

- Nil.

### **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)
- Current First Aid & CPR 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** \_\_\_\_\_