



Position Title	Social & Emotional Wellbeing Outreach Worker – (Male)		Position Number	SS-003
Work Group:	Social Support Unit			
Work Unit:	Social Emotional Well Being Pilot Program			
Reports To:	Manager - SSU			
Supervisory:	No			
50(d) Aboriginality	Aboriginality is an essential criterion and is provided for in accordance with section 50(d) of the Equal Opportunity Act 1984 (WA).			
Award	Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) NES Fair Work Conditions Nurses Award 2020 Medical Practitioners Award			
Position Term	Ongoing – 37.5 hours per week			
DATE:	09.11.2022	No of Pages	5	
REVIEW DATE:	09.11.2023	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.

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



### **PURPOSE OF THE POSITION**

The SEWB Outreach Worker will be responsible for providing support to Aboriginal & Torres Strait Islander people and communities to strengthen their Social and Emotional WellBeing by connecting them to health care services, specialist services and culturally appropriate programs and activities.

This position will support and run activities which promote education, prevention and early intervention for ATSI people with social and emotional wellbeing issues consistent with the SEWB Model of Service.

### **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.
- Reports to and maintains a close working relationship with the Cultural and Clinical Lead.
- Works closely with SEWB team members.



**RESPONSIBILITIES OF THIS POSITION**

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none"> <li>❖ Provide Social Emotional WellBeing support and services to ATSI people and communities;</li> <li>❖ In collaboration with SEWB team, develop, implement and deliver activities which promotes prevention and early intervention for people with SEWB issues;</li> <li>❖ Promote a client centred trauma-informed approach to the delivery of services and a collaborative working culture to achieve best possible outcome for clients;</li> <li>❖ Work collaboratively with the SEWB Counsellors and Cultural and Clinical Lead to ensure continuity of care under their case management plans;</li> <li>❖ In collaboration with SEWB team be involved in healing activities for clients that strengthen cultural identities, individual capacity and community connections;</li> <li>❖ Assist with engaging ATSI healers to provide services to SEWB clients;</li> <li>❖ Work with individuals and families with mental disorders to resolve associated psychosocial problems and with families in which mental health problems exist in connection with social problems – ex: family distress, unemployment, disability, poverty and trauma.</li> <li>❖ Undertake case management including assessment, brief intervention, care planning, referrals and follow up in collaboration with SEWB clients and other relevant stakeholders, including family, mental health services, alcohol and other drug services, GP's, clinical and community services to enable clients to access relevant support services;</li> <li>❖ Transport clients to and from appointments as required;</li> <li>❖ Assist client/s to access other services and make appointments;</li> <li>❖ In crisis situations or as otherwise, undertake home visits and outreach work at other locations where appropriate;</li> <li>❖ Participate in agreed stakeholder meetings to ensure a multidisciplinary approach to client care;</li> <li>❖ Work collaboratively with the SEWB Counsellors and Cultural &amp; Clinical Lead to provide interpreting services or other support as required;</li> <li>❖ Undertake a proactive approach to promoting SEWB services to community, groups, other agencies, conferences and deliver presentations as required;</li> <li>❖ Promote and present a positive image of SEWB program to other staff, clients and community in general;</li> <li>❖ Actively participate in community and promotional events which support the social and emotional wellbeing of ATSI people;</li> <li>❖ Work with SEWB team to develop and deliver preventative activities for clients;</li> <li>❖ Assess mental health and its impact on the life of individuals and their families and refer to other service providers as required;</li> </ul>



	<ul style="list-style-type: none"> <li>❖ Refer clients to other sources of help to ensure a holistic approach to client support;</li> <li>❖ Observe, assess, record and report on the progress of clients;</li> <li>❖ Comply with Bega policy and procedures currently in practice or that may be introduced from time to time.</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> <li>❖ Ensure clients and program data are routinely captured and reported in line with reporting and funding guidelines, maintaining accurate client records, case notes and other data</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 e.g. reception;</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> <li>❖ Attends relevant conferences as per funding agreement.</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 with Occupational Safety and Health (OSH) policies and procedures as set by BGHS and as set out under the OSH Act 1984.</li> </ul>



## 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:

- A qualification and experience in Community Service, Aboriginal Health Work, Social Work or equivalent;
- Aboriginality is an essential criterion and is provided for in accordance with section 50(d) of the Equal Opportunity Act 1984 (WA);
- Proven ability to build rapport, communicate and develop respectful and professional relationships with ATSI people;
- Experience working with Aboriginal people in the area of social and emotional wellbeing;
- Ability to plan and present promotional events which support the SEWB of Aboriginal and Torres Strait Islander people;
- Ability to develop and deliver SEWB activities and programs for ATSI people;
- Ability to work as part of an interdisciplinary team, as well as independently when required;
- Ability to use initiative and creativity to achieve service outcomes;
- Strong ability to build strategic partnerships;
- Ability to undertake regular travel and overnight/s stay
- Computer literacy, proficiency in Microsoft suit
- Current 'C' class drivers licence
- Current National Police Clearance (valid within 3 months)
- Current Working with Children Check

### DESIRABLE:

### 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)

## 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** \_\_\_\_\_