



POSITION DESCRIPTION

Position Title:	Social and Emotional Wellbeing (SEWB) Officer
Classification Level:	Health Professionals Support Services Award 2020 – Level 2
Date of Approval:	September 2023

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu is an Aboriginal Community Controlled Health Service aimed at responding and providing Primary Health Care and wellbeing services to a designated geographical area within Mareeba and surrounding districts. Mulungu has three operational tiers Health Services, Family Services and Corporate Services which deliver appropriate services under the one banner and work in cohesion to deliver outcomes for our communities.

This position is located within the Mulungu Health Services which is responsible to provide access for Aboriginal and/or Torres Strait Islander families impacted by the Stolen Generation to holistic Primary Health Care services including SEWB support that is responsive to individual, family and community needs.

This service aims to improve health outcomes for Aboriginal and Torres Strait Islander peoples and families through improved access to Primary Health Care, culturally appropriate education and health literacy, specialist, and Allied Health services.

2. Purpose of the Position

This position is responsible for providing SEWB support including intensive case management for Mulungu clients impacted by the Stolen Generation, past trauma, dispassion, separation of families, ongoing social disadvantage, racism, and other historical social issues.

Case management includes counselling and supporting clients to access an annual Health Assessment, Mental Health Treatment Plan, service promotion, education sessions, community and cultural activities, outreach services to increase access for clients and will assist client's search, reunion and post reunion processes.

This position will work with the Stepped Care Team Leader establishing Memorandums of understanding with key stakeholders who provide support to assist reconnecting members of the Stolen Generation.

3. Scope of the Position

The position SEWB Officer has no delegated authority.

The SEWB Officer is accountable to:

- The Chief Executive Officer & the Stepped Care Team Leader, for practice according to the philosophy, policies and goals of Mulungu Aboriginal Corporation Primary Health Care Service.

4. Organisational Structure and Reporting Relationships

The position of the SEWB Officer reports to the Stepped Care Team Leader. Refer to the organisational chart for details of where the position is located within the wider structure.

5. Primary Duties and Responsibilities

- Liaise with the Health Service team to assist clients of the Mulungu Aboriginal Corporation Primary Health Care Service to develop a better-quality lifestyle and set goals designed to improve their spiritual, mental, emotional, and physical wellbeing
- Target clients at risk to have health assessments, care plans and mental health care plans in place.
- Interview Clients and/or their families to determine functionality issues and capacity with a view to support clinical and non-clinical including cultural solutions aimed to assist healing and the family unit
- Create access to improve cultural responsiveness and drug, alcohol and mental health counselling services to Indigenous people impacted by the Stolen Generation, past trauma, dispassion, separation of families, ongoing social disadvantage, racism, and other historical social issues
- Provide Case Management services for Indigenous people impacted by the Stolen Generation, past trauma, dispassion, separation of families, ongoing social disadvantage, racism, and other historical social issues
- Liaise and consult with community members and organisations with relevant resources to plan programs and undertake group work of an educational, therapeutic, and supportive nature as appropriate
- Participate in health education and health promotion programs.
- Provide support, information, solutions and education to individuals and/or family members and other professionals encountered in the provision of the service.
- Prepare reports and submissions as necessary to ensure that adequate and appropriate case records and statistics are kept.
- Maintain professional standards of practice in the delivery of safe client care.
- Collect, collate, and report on data as required for the Service Activity Report, Action Plan Report, and the Leadership Team.
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Evaluate own practice by participating in performance development processes.
- Participate in quality improvement processes to improve patient and Medical Centre outcomes.
- Contribute to Medical Centre's documentation review processes.
- Perform other duties associated with the position as directed by the Stepped Care Team Leader or by the Chief Executive Officer.
- Legend = Purple reporting, Red = QI, Green = Client Servicing, Brown = Leadership

1. Qualifications

- Qualifications of Certificate III or IV in Welfare Studies or Diploma / Degree in Welfare Studies or equivalent, or Bachelor of Social Work qualification or working towards same.

2. Skills, Knowledge and Ability

- Experience working with Aboriginal and / or Torres Strait Islander communities and understanding of indigenous history and cultural lifestyles.
- Well-developed interpersonal skills with the ability to communicate effectively with the community, particularly Aboriginal and Torres Strait Islander peoples.
- Experience in providing a range of counselling services for family and related issues to Aboriginal and Torres Strait Islander peoples.
- Familiarity with and supporting attitude toward capability building with Indigenous communities; Understanding of the development context and experience in building individual and community capabilities.
- Capacity to develop rapport with a wide range of diverse groups and gain their confidence and commitment.
- Sound judgment to think through complex issues and develop workable solutions to challenges.
- Demonstrated negotiation skills to sell difficult concepts and influence positive outcomes.
- Strong work ethic and be a self-starter.
- Strong people skills with excellent listening capacity.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Conflict management skills; Knowledge and understanding of quality improvement processes.
- Knowledge of or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity, and Antidiscrimination.

3. Standards of Practice

- Maintain professional standards of practice in the delivery of safe patient care.
- Practice within an evidence-based framework.
- Participate in ongoing professional development of self and others.

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must possess or be eligible to obtain a Working with Children Blue Card.

PART C: SELECTION CRITERIA

- SC 1** Qualifications of Certificate III or IV in Social Work Studies or Diploma / Degree in Social Work Studies or equivalent, or Bachelor of Social Work qualification or working towards same.
- SC 2** Demonstrated experience working within a cross-cultural environment and knowledge of Aboriginal and Torres Strait Islander cultures.
- SC 3** Demonstrated knowledge and understanding of primary health care and the social, economic and cultural factors affecting Aboriginal and Torres Strait Islander peoples' health.
- SC 4** Demonstrated interpersonal and communication skills with the ability to work in a multi-disciplinary environment.
- SC 5** Knowledge of and / or involvement in quality improvement processes.
- SC 6** Knowledge of, or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination.

PART D: KEY PERFORMANCE INDICATORS

- KPI 1** Number of referrals received internally and externally (6) and number of referrals made to other relevant providers.
- Number of internal referrals followed up and contact made
 - Number of external referrals made
- KPI 2** 25 of clients referred for a Health Check and a Mental Health Care Plan or/a Management Plan and number of clients attending and having a Health Check and a Mental Health Care Plan or/a Management Plan.
- KPI 3** 25 clients and (3 each) times followed up after Health Check and a Mental Health Care Plan or/a Management Plan.
- KPI 4** Number of Group meetings held.
- KPI 5** Number of types of activities conducted towards:
- a) Housing or meeting the needs and working towards independent living (25)
 - b) Program Support (direct support delivered by you) (35)
 - c) Number of partnership activities (including linking, promotion of program and development of referral pathways and joint program management) (6)
 - d) Clients' Personal development e.g. cultural connections, lifestyle changes and/or rehabilitation and demonstrated lifestyle changes.
- KPI 6** Number of outcomes e.g. Clients Personal development, client appointments e.g. Health Check and a Mental Health Care Plan or/a Management Plan, housing, independent living.

The preceding information is currently and an accurate statement of the requirements and employment of this position.

Signature: _____ Date ____/____/____
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date ____/____/____