



# Mulungu

Mulungu Aboriginal Corporation Primary Health Care Service

## POSITION DESCRIPTION

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<b>Position Title:</b>	Stepped Care Officer
<b>Classification Level:</b>	Health Professionals Support Services Award 2020 - Level 2
<b>Date of Approval:</b>	September 2023

### PART A: POSITION SPECIFICATIONS

#### 1. Operational Management Environment

Mulungu is an Aboriginal Community Controlled Health Service aimed at responding and providing Health and wellbeing services to a designated geographical area within Mareeba and surrounding districts.

Mulungu has three operational streams 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 the position is the representative of the organisation and is responsible for maintaining a cohesive and responsive workforce aimed at meeting the strategic direction of the organisation, foster good relationship with staff of Government Departments and other semi-government organisations as well as the wider community.

The position is located within Mulungu Aboriginal Corporation Primary Health Care Service's Health Services Team, which provides comprehensive primary health care to clients of Mulungu Health Service. These services aim to improve health outcomes for Aboriginal and Torres Strait Islander staff and community and are provided to a designated geographical area within Mareeba and surrounding districts.

#### 2. Purpose of the Position

This position is responsible for working with Aboriginal and Torres Strait Islander people who have moderate mental health issues and need social & emotional wellbeing support clients to develop a better-quality lifestyle. You are required to set goals designed to improve their social & emotional and physical health.

Using coaching methodologies, assist clients to develop a goals and aspiration to improve wellness for clients and families. Follow through with clients and their families, staff and other services to ensure clients continued progression.

- To utilise a template that is used to assess clients social emotional well-being and develop client Support Plans to guide personal recovery efforts that reduce anxiety and medication for Aboriginal and Torres Strait Islander people and assist with engagement.

- Take referrals from the GPs or the Social Worker, internal and external agencies and assist in on referrals to the most appropriate internal and external agency with full-up to ensure that clients are compliant with their treatment plan
- To ensure that clients who access your services have a health check, mental health care plan and a Medicare referral from the GP
- Provide intensive case management
- Promote a greater understanding of recovery efforts through participation in physical and social activities and health monitoring
- Participate in community events, to provide education and promotion which:
  - a. Encourages community participation and connectedness, and which promotes and celebrates cultural identity;
  - b. Strengthens strong social and emotional wellbeing literacy and help seeking behaviours;
- Obtain feedback from clients in regards to services provided by this Project.

### **3. Scope of the Position**

The position of Stepped Care Officer has no delegated authority.

The Stepped Care Officer is accountable to:

- The Chief Executive Officer, the Board of Directors and the wider community for practice according to the philosophy, policies and goals of the centre
- The Health Services Manager for a high standard of work practice
- The Clinical and Wellbeing Teams for effective communication and work relationships including shared work responsibilities.

In line with the NQHPN Mental Health and Suicide Prevention Regional Needs Assessment Update 2017-2018 (page 12)

Mulungu's practice framework is in alignment with leGrande et al's (2017) assertion that major issues related to indigenous health and wellbeing are connectedness, loss, resilience, empowerment and control (cited in NQHPN Mental Health Update, page 13, and affirmed in the Prime Minister's 2017 Closing the Gap Report).

The position is required to maintain professional and ethical conduct adhering to Mulungu's policies and procedures, including but not limited to human resource management, financial management, workplace health and safety, and antidiscrimination as applied in the work environment.

### **4. Organisational Structure and Reporting Relationships**

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

## 5. Primary Duties and Responsibilities

- Engage and work with Aboriginal and Torres Strait Islander clients who have a moderate mental health issue and need social and emotional wellbeing support.
- Support Plans must be provided for those at most risk and regular follow-up to ensure client's needs in the health care plan are met and ensure independent living arrangements are organized where appropriate.
- Guide and support clients to access therapeutic and social and emotional support and physical activities.
- Provide counselling, therapy and/or case management and other support to clients must:
  - a) Ensure client privacy and confidentiality at all times, in accordance with the Privacy Act 1988 and subsequent amendments, and the organisation's own policies;
  - b) Implement appropriate age, gender and culturally sensitive protocols, in relation to client care including person-center and trauma-informed protocols;
  - c) Hold initial client contact discussions to determine eligibility for services;
- Provide clients and their families with health education and refer them onto health promotion programs;
- 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 Health Services Manager or by the Chief Executive Officer.

Legend = Purple reporting, Red = QI, Green = Client Servicing, Brown = Leadership

## PART B: PERSON SPECIFICATIONS

### 1. Qualifications

- Qualifications of Certificate III or IV in Welfare Studies or Health Worker discipline, 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.
- Must have a Mental Health 1<sup>st</sup> Aid certificate or be able to obtain one.

### PART C: SELECTION CRITERIA

- SC 1** Qualifications of Certificate III or IV in Social Work Studies and/or Mental Health or Diploma / Degree in Social Work Studies and/or Mental Health or equivalent, or Bachelor of Social Work and/or Mental Health 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** Maintain an internal and external referral system and monitor and report on the number of referrals received and on referrals made to other relevant providers
- Number of internal referrals followed up and contact made
  - Number of external referrals made
- KPI 2** Provide counselling support services with a minimum of 6-10 clients p/wk
- KPI 3** 95% of clients accessing the service and your service must have an Assessment and Support Plan
- KPI 4** Monitor and follow up of clients referred for a Health Check and ensure 90% clients compliant with their support plan
- KPI 5** 95% of clients are followed up within the required timeframes
- Local response times – follow up with 32hrs of receiving a referral
  - Remote response times – follow up with 48hrs of receiving a referral
  - Support Plan developed within 1 week of an Assessment
  - Assessment developed within 1 week of 1<sup>st</sup> contact
- KPI 6** Deliver 6 Group therapeutic sessions/ family meetings over a 6mth period
- KPI 7** Number and types of outcomes achieved for your clients:
- a) Housing or meeting the needs and working towards independent living
  - b) Program Support (that your clients have participated in)
  - c) Clients' Personal development e.g. cultural connections, lifestyle changes and/or rehabilitation and demonstrated lifestyle changes.
- KPI 8** Number of partnership activities (including linking, promotion of program and development of referral pathways and joint program management)
- KPI 9** 90% participation in professional supervision, mentoring, training and counselling support
- KPI 10** 100% compliance with documenting in client charts and following SEWB pathways
- KPI 11** 100% compliance with monthly and quarterly reporting requirements as stated in KPI's above
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The preceding information is an accurate statement of the requirements and employment of this position, at this time.

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 \_\_\_\_/\_\_\_\_/\_\_\_\_  
Employee