

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Social Wellbeing Team Leader</b>
<b>Award:</b>	Health Professional Support Services Award 2020
<b>Classification Level:</b>	Health Professional Employee Level 3
<b>Date of Approval:</b>	November 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 leading and co-ordinating a team of professionals working with Aboriginal and Torres Strait Islander people with low to moderate mental health issues requiring Social Wellbeing support to develop a better-quality lifestyle.

The position is also responsible for communicating and maintaining positive relationships with key stakeholders including internal stakeholders, relevant government services, service providers and key referrers.

#### 3. Scope of the Position

The position Social Wellbeing Team Leader has authority to supervise staff and manage the Social Wellbeing programs in conjunction with the Health Services Manager.

The Social Wellbeing Team Leader is accountable to:

- 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.
- The Chief Executive Officer and the wider community for practice according to the philosophy, policies and goals of the centre.

#### 4. Organisational Structure and Reporting Relationships

The position of the Social Wellbeing Team Leader reports to the Health Services Team Leader. Refer to the organisational chart for details of where the position is located within the wider organisational structure.

#### 5. Primary Duties and Responsibilities

- Provide evidence-based psychological interventions and support to consumers under the Social Wellbeing Program.
- Conduct Intake, Assessment, Referral and Triage process in managing the incoming and outgoing client referrals.
- Employ a holistic, culturally appropriate approach to the client, drawing out cultural or social issues which may be impacting the client.
- Liaise with the Health Services Multi-disciplinary team and Family Services team to assist clients of Mulungu Aboriginal Corporation Primary Health Care Service to develop a better-quality lifestyle and set goals designed to improve their social & emotional and physical health.
- Work collaboratively with clients and their family/carers as well as participate in shared care with internal and external services, including attendance at care team meetings, case coordination and clinical review.
- Review at risk clients for health care plans and where eligible mental health care plans are in place.
- Liaise with referrers and GPs in relation to reviewing consumer progress and ensure all consumers have a regular clinical review.
- Create access to culturally appropriate drug, alcohol and mental health counselling services to Indigenous people.
- Deliver professional standards of practice in the provision 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.
- Ensure client progress case notes, documents and care plans are updated and uploaded in a timely manner.
- Prepare reports as necessary to ensure adequate and appropriate case records and statistics are maintained.
- Ensure minimum data collection, outcome scores and referrer progress reports are completed in a timely manner.
- Assist with compliance as directed with contractual obligations and deliverables.
- Lead, manage and provide high level coordination to the operations of relevant services to ensure the provision of quality, timely and consistent services to improve the Mental Health and Social & Emotional Well-being of Mulungu clients.
- Lead a multidisciplinary team with an ability to build and maintain effective working relationships and build team capacity.

- Undertake line management responsibilities for staff working in the Social Wellbeing team, including professional development plans, performance appraisal process, induction, probation reviews and performance management, as required.
- Provide support to staff in developing and facilitating group-based therapeutic interventions using culturally appropriate resources.
- Collect, collate and report on reception / GP / Allied Health statistical data as required by the Service Activity report.
- 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 outcomes.
- Contribute to Mulungu's documentation review processes.
- Comply with relevant plans, programs, targets and KPI's.
- Perform other duties associated with the position as directed by the Supervisor of the position or by the Chief Executive Officer.

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

## PART B: PERSON SPECIFICATIONS

### 1. Qualifications

- Qualifications of Diploma in Welfare Studies or 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.
- Conflict management skills; Knowledge and understanding of quality improvement processes.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Knowledge and understanding of Quality Improvement processes.

- Knowledge and skills in contemporary Human Resource Management practices including Workplace Health and Safety, Equal Employment Opportunity and Anti Discrimination.

### **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.
- Commit and abide by the Australian Association of social Workers (AASW) Code of Ethics 2020.

### **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.
- Provide evidence of AASW Membership if applicable.
- Provide Certificate of Currency – Professional Indemnity Insurance if applicable

## **PART C: SELECTION CRITERIA**

- SC 1** Qualifications of 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** 100% of client referrals received both internally and externally are actioned.
- Number of internal referrals followed up and contact made
- KPI 2** 100% of client referrals made to other relevant service providers
- Number of external referrals made
- KPI 3** 90% of clients contacted are referred for a Health Check and if eligible Mental Health Care Plan.
- KPI 4** 90% of clients eligible clients have Mental Health Care Plan or Management Plan
- KPI 5** 90% of follow ups with clients who've received Mental Health Care Plan
- KPI 6** Direct client support delivered, which is evidenced by monthly reporting on individual counselling sessions and minimum time spent.

- KPI 7** Minimum of 2 group counselling sessions facilitated per month focusing on below topics but are not limited to:
- a) Clients' Personal development e.g. cultural connections, lifestyle changes and/or rehabilitation and demonstrated lifestyle changes.
- KPI 8** 100% completed care plans and record keeping maintained.
- KPI 9** 100% documented client progress e.g. Clients Personal development, client appointments and engagement
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The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Employer 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 \_\_\_\_/\_\_\_\_/\_\_\_\_

  
