

POSITION DESCRIPTION

Position Title:	Aftercare Worker – Culture Care Connect
Award:	ATSI Health Workers & Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification Level:	ATSI Health Worker/Community Health Worker Grade 4-5
Date of Approval:	February 2024

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu Aboriginal Corporation Primary Health Care Service (Mulungu) aims to improve outcomes for Aboriginal and Torres Strait Islander people leading to life changing primary health care. Our service is an Aboriginal Community Controlled Organisation working to improve health outcomes and wellbeing for the Indigenous community.

Mulungu has three tiers Health Services, Social Services and Corporate Services which deliver appropriate services under the one banner but work in cohesion to deliver outcomes for our communities.

2. Purpose of the Position

This position is responsible for providing assertive and timely follow-up care for all aboriginal and Torres Strait Islander people referred to the service following a suicide attempt or suicidal crisis in line with the co-designed model of delivery.

3. Scope of the Position

The position **of Aftercare Worker** has no delegated authority.

The **Aftercare Worker** is accountable to:

- The Executive Officer, the Board of Directors and the wider community for practice according to the philosophy, policies and goals of the centre.
- The Coordination Culture Care Connect for a high standard of work practice.
- The clinical team for effective communication and work relationships including shared work responsibilities.

4. Organisational Structure and Reporting Relationships

The position of Aftercare Worker reports to the Coordinator Culture Care Connect. Refer to the organisational chart for details of where the position is located within the wider organisational structure.

5. Primary Duties and Responsibilities

- Contribute to a localised service delivery model for aftercare services through a co-design approach with local Community, using NACCHO's National Model of Care, and other resources, as a framework.
- Provide aftercare services to Aboriginal and Torres Strait Islander individuals who have been referred following a suicide attempt or suicidal crisis in line with agreed service delivery model.
- Build and maintain strong referral pathways, including but not limited to the following services: acute care services, primary care services, schools, police, funeral services, Alcohol and Other Drug Services, mainstream and Aboriginal and Torres Strait Islander-led mental health services.
- Participate in the Aftercare Services Community of Practice, established to support ACCHOs in setting up and maintaining Aftercare Services, and facilitate sharing of best practice and expertise.
- Undertake reporting on aftercare activities in line with Service Agreement requirements including ensuring appropriate data collection.
- Maintain client confidentiality.
- Identify and report hazards in the workplace.
- 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 outcomes.
- 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.

PART B: PERSON SPECIFICATIONS

1. Qualifications

- HLT40113 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent training and/or experience.
- Mental Health qualifications and/or experience.

2. Skills, Knowledge and Ability

- Excellent written and oral communication skills.
- Demonstrated understanding of relevant legislation and policy frameworks.
- Excellent customer service skills.
- Client focused with an ability to advocate on the client's behalf.
- Ability to multi-task, prioritise workloads and meet deadlines.
- Proficiency in computer software including electronic medical software and the Microsoft Office suite.
- Demonstrated experience in office administration tasks.

- Current police check and Blue Card.
- Willingness to undertake further study as required.
- Ability to work independently and in a team environment.
- Knowledge and commitment to the principles of Primary Health Care.
- Commitment to personal and professional development including the sharing of knowledge, information, and skills with work colleagues.
- Current Class C driver's licence.
- Experience working within a cross-cultural environment.
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures.
- Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples.
- 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.

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must be able to obtain a Working with Children Blue Card.
- Must comply with a Federal Police Check.

PART C: SELECTION CRITERIA

- SC 1** Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
- SC 2** Demonstrated experience and knowledge of Aboriginal and Torres Strait Islander cultures and the social, economic, and cultural factors affecting Aboriginal and Torres Strait Islander people in today's society.
- SC 3** Developed interpersonal and communication skills including the ability liaise and network with a range of Aboriginal and Torres Strait Islander people of all ages.
- SC 4** Demonstrated understanding of relevant legislation and policy frameworks regarding the sector.
- SC 5** Demonstrated ability to implement case management approaches to service delivery including the ability to undertake crisis intervention and work with individuals referred to the service.

PART D: KEY PERFORMANCE INDICATORS

KPI 1 Responsibility and Accountability

- 100% of program Data is captured and recorded in database.
- 100% of Referrals are recorded and captured in database.
- # Support services delivered.
- # of Care plans developed and provided to clients.

KPI 2 Quality- Be the Driver of Quality for your Team.

- 100% self-using LogicQC – document control, training and development, repairs etc.
- 100 % self-Performance Reviews completed yearly.

KPI 3 Communication and Collaboration

- 100% attendance of cultural supervision 12 per year Calendar Year.
- 100% attendance of in internal mandatory training.
- 95% attendance in all Staff Meetings and Social Services Team Meetings.
- 100% of External stakeholder meetings are minute and recorded.
- 100% attendance of NACCHO external training.

KPI 4 Provide Monthly, Quarterly, Reports to Team Leader on success, challengers, and outcomes against Culture Connect Action plan.

- 100% Reports on aftercare services are accurate and timely and upload to LogicQC.

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Employer's 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 Name)