



Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

With Compliments

Position Application Package

Position Name: AHW - TEI Family Support Worker

Contact Name: Alicia Stewart

Telephone: 0418 719 267



Durri Aboriginal Corporation Medical Service
15-19 York Lane
KEMPSEY NSW 2440
T: (02) 6560 2300
F: (02) 6562 7069



Darrimba Maarra Health Outpost
PO Box 131
13/42 Bowra St
Nambucca Heads NSW 2448
T: (02) 6598 6800
F: (02) 6598 6833

All written communications to be addressed to CEO:
PO Box 136
Kempsey NSW 2440

General Conditions of Employment

- Position:** AHW - TEI Family Support Worker
- Award:** ATSIHWP & ACCHS 2020
- Classification:** AHW Grade 3 Level 1 to Grade 4 Level 1
- Salary:** \$65,306.80 to \$74,080.24 Per annum
- Salary packaging:** To calculate your benefit follow the link <https://eziway.net.au>
- Application:** **Your application should consist of four parts:**

1. Selection criteria

Your application must address all the selection criteria, or your application will be marked unsuccessful

2. Completed application form

3. Resume

4. Supporting documents

(Working With Children Check, National Police Check, Immunisation History, Drivers Licence)

Completed application to: recruitment@durri.org.au

or

Post marked confidential to:

Application Human Resources
Durri Aboriginal Corporation Medical Service
PO Box 136
Kempsey NSW 2440

Closing Date: Friday 09 June 2023 by 5.00 pm



Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

Application Form

Full Name:

Address:

Email Address:

Contact Numbers:

Date of Birth:

Drivers Licence: Yes No Class: Expiry date:

Do you identify as Aboriginal or Torres Strait Islander? Yes No

Do you identify as having a disability? Yes No

Are you an Australian citizen or permanent resident? Yes No

Do you have Working with Children check number? Yes WWCC No:

Do you have a current Police check? Yes Date:

Do you have evidence of Vaccinations? Yes No

Have you provided evidence of your Qualifications? Yes No

Where did you see this position advertised?

| Referees | Referee 1 | Referee 2 |
|------------------|-----------|-----------|
| Name: | | |
| Title: | | |
| Organisation: | | |
| Contact Details: | | |
| Email Address: | | |

| | | |
|--|------------------------------------|--|
| Position Title: Aboriginal Health Worker – TEI Family Support Worker | Business Unit: Programs | |
| Reports To: Programs Manager | Direct Reports: Nil | |
| Primary Objective: To improve the educational, social and health outcomes of parents/carers and promote happy families | | |
| <p>This position is responsible for assisting Aboriginal families with a range of health and health related matters, by providing support to children 0-15 years and their families to ensure the achievement of the agreed program performance indicators and improve the health outcomes of clients. An additional client group is parents in the antenatal period.</p> <p>The key objectives of the role include:</p> <ol style="list-style-type: none"> i. The project will provide case management to 8 families at any point in time with families exiting every twelve months. ii. Ensure the delivery of support to children 0-15 years, their families, parents, and carers iii. Ensure that educational and promotional components of the program are effective. iv. Plan and implement care components for families; and v. Improve positive parenting practices in the local Aboriginal community | | |
| Position Dimension & Decision-Making Authority: | Key Communication Contacts: | |
| <p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine clinical enquiries from clients and the community <p>After Consultation with manager or others –</p> <ul style="list-style-type: none"> • Complex client health problems/issues • Actions outside policy and procedure <p>Referred to managers or others –</p> <ul style="list-style-type: none"> • Operational and Capital Expenditure | Contact/Organisation | Purpose/Frequency of Contact |
| | Program Manager | Daily – Direction and achievement of accountabilities |
| | Client and Community | As needed – Providing help and advice on health-related problems |
| | All staff | As needed – Support where appropriate |

| Key Accountabilities | | |
|--|--|---|
| Key Result Area | Major Activities | Performance Measures: |
| <p>1. Service Delivery</p> <p>Information and advice</p> <p>Group or individual programming</p> <p>Support groups</p> <p>Linkages to services and the community</p> | <ul style="list-style-type: none"> • Provide flexible services in convenient settings, including the family home, to engage clients who do not ordinarily access services • Build trusting relationships with clients • Provide information to assist parents/carers to understand their child's development • Work in partnership with families to identify and achieve family goals • Model positive parenting practices • Support families develop practical life skills to assist them raising their children • Provide support to help parents build confidence in their parenting skills • Facilitate informal support groups for parents, this may involve the provision of parenting information and/or advice • Establish and maintain specific and identified linkages within the local child and family organisational networks with active referrals to and from this network • Assist families build connections with appropriate services, community supports and informal social networks with other families • Contributes to the gathering and documentation of accurate client data. • Maintains confidentiality and documented records as required • Uphold the dignity and rights of families, carers and consumers while respecting privacy and confidentiality always • Providing activity to support for youth aged 10-15 years of age during school holidays, etc under the direction of the Program Manager • Undertakes a range of additional general duties relevant to the position as required by the organization and Program Manager | <ul style="list-style-type: none"> • Achievement of Program KPIs • Use of Communicare • Use of DEX • Feedback from colleagues and community |

| | | |
|--|---|---|
| | <ul style="list-style-type: none"> • Travel away from Kempsey may be required. | |
| 2. Clinical Care and Program Management | <ul style="list-style-type: none"> • Provide appropriate support and advice to families and source specialised support and consultation where needed. • Arranged assessment and referrals to other health and community services as required. • Participate in the development of health promotions and education strategies for families ensuring feedback from the community is incorporated into planning. • Monitor local Family Aboriginal health matters and needs to provide advice and action plans where appropriate. | <ul style="list-style-type: none"> • Achievement of Program KPIs |
| 3. Community Care | <ul style="list-style-type: none"> • Project provides Triple P (Positive Parenting Programs) with families with children aged 0-15 years as part of the roll out of Triple P (with workers trained, accredited, and provided with Triple P resources). • Project facilitates activities for groups of parents and/or children such as the provision of parenting related information. • Liaise with the other program staff to obtain information and ensure that information is accurate, easily accessible and understood by the community. • Developing partnerships with other health services and community groups to ensure the education and communication of family support issues. • Obtain feedback from the community to ascertain if communicated messages have been correctly received. • Liaise with the Program Manager on family support matters. • Provide education to families/carers, mothers groups, community groups and organisations involved in family support to ensure effective primary care and early intervention. | <ul style="list-style-type: none"> • Achievement of Program KPIs • Participates in the planning and delivery of communication about the program, and what it can offer, to a diverse range of local TEI community stakeholders within the Macleay Valley. |

| | | |
|--------------------------------------|---|--|
| 3. Teamwork and Collaboration | <ul style="list-style-type: none"> • Effectively collaborate with team members to ensure that TEI – Families First is operating effectively and efficiently, while maintaining a harmonious team environment within Durri ACMS • Ensure compliance with relevant WHS legislation and that any issues are identified and actioned in line with the policy. • Assists in creating a positive work environment that promotes cultural safety, productivity, mentoring, teamwork, and co-operation. • Recognizes accomplishments of team members and elicits and considers differing viewpoints when analysing issues. • Contributes to team knowledge about referral resources that are appropriate to the goals of clients participating in TEI – Families First. | <ul style="list-style-type: none"> • Participation in team meetings • Feedback from colleagues |
| 4. Compliance | <ul style="list-style-type: none"> • Comply with all relevant legislation and regulatory standards. • Obtain and record accurate client histories and information to ensure compliance to all organisational policies, procedures, and legislative requirements. • Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups. • Assists in creating a positive work environment that promotes cultural safety, productivity, mentoring, teamwork, and co-operation. • Participate in quality improvement efforts, including maintenance of timely and accurate service data for input to information management systems, and cooperate in the analysis and review of case reports to identify achievements and areas for improvement | <ul style="list-style-type: none"> • Achievement of Program KPI's and regulatory standards • Has read and signed off on Staff Policy and Procedure manual • Utilisation and reporting from Communicare and DEX • Participates in Professional Development to meet Program requirements • Participate in TEI quality improvement activities. |
| 5. Reporting | <ul style="list-style-type: none"> • Provide statistical and management reports to meet organisational and statutory requirements including analysis, reporting of financial results and supporting recommendations. | <ul style="list-style-type: none"> • Accuracy and timeliness of qualitative reports • Accuracy and timeliness of statistical reports • Use of Communicare • Use of DEX |
| 6. Policy and Procedures | <ul style="list-style-type: none"> • Assist in the development of and comply with policies and procedures to ensure that the program is demonstrating consistent practices nationally and is in line with strategic objectives. | <ul style="list-style-type: none"> • Provide consistent and high standards of compliance with policies and best practice |

| | | |
|---------------------------------------|---|---|
| | <ul style="list-style-type: none"> Attend all mandatory training requirements and participate in staff performance reviews including updated First Aid Certificate and participation in Staff immunisation Program Compliance with and understanding of EEO Legislation | |
| 7. Workplace Health and Safety | <ul style="list-style-type: none"> Ensure, within capability, the health and safety of yourself and employees and any other persons in the work areas for which they are responsible Compliance with WHS legislative requirements and site policies. Maintain the Register of Contractors visiting the site and ensure appropriate inductions have been completed with new contractors Report all hazards, accidents or incidents which could result in injury to others or damage to property. Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare in compliance with the WHS or other legislation. Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures | <ul style="list-style-type: none"> Achievement of Program KPI's and regulatory standards |
| Key Challenges: | | Person Specification: |

- Improving the Family outcomes of Aboriginal people within LGA
- Achieving program requirements within agreed deadlines
- Ensuring that your program is consistent with Durri's vision and core objectives
- Operating in an environment of holistic care in program delivery to client group

Qualifications & Experience –

Essential Requirements:

- Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti-Discrimination Act. NSW 1977.
- Minimum Certificate III qualification in ATSI primary health care or willingness to obtain within 6 months, obtain certificate IV within 18 months and application for a provider number within 1 month of completing qualifications
- Demonstrated ability to develop good working relationships with staff and other key stakeholders at all levels, act with discretion and always maintain confidentiality.
- Demonstrated ability to work autonomously and within a multi-disciplinary team, to deal with client matters of a sensitive and confidential nature and to respond to competing organisational demands
- Strong interpersonal skills, including the ability to demonstrate empathy when required
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the Communicare patient information management system and DEX
- Current First Aid Certificate, or ability to obtain
- Proof of current immunisations or willingness to participate in staff immunisation program including COVID-19 vaccinations
- Ability to hold all relevant security clearances including National Police Check and Working with Children clearance
- Current valid driver's license, minimum of Class "C" or equivalent

Core Competencies –

- Ability to build and maintain strong relationships with the local community.
- Strong interpersonal skills, including the ability to demonstrate empathy when required.
- Ability to build relationships with all levels of the organisation