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 – Social and Emotional Wellbeing

Contact Name: Paula Skinner

Telephone: 0439 370 151

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: Domestic & Family Violence Support Worker - Female

Award: Social, Community, Home Care and Disability Services

Classification: Social and Community Services

Salary: Level 3 Point 4

Salary packaging: To calculate your potential 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

Qualifications & Experience – Essential

1. To be of Aboriginal or Torres Strait Islander descent and have the ability to communicate with Aboriginal or Torres Strait Islander people from various communities. (*Aboriginal descent is a genuine occupational qualification and is authorised by Section 14D of the Anti-Discrimination Act 1977, NSW*)
2. Certificate IV Mental Health or capacity and willingness to complete within an 18 month period.
3. Demonstrated understanding of the issues impacting on the health and wellbeing of Aboriginal people, from disconnection from culture and family, intergenerational trauma and trauma, mental illness and problematic alcohol and drug use.
4. Demonstrated ability to work in a multidisciplinary team and to liaise with other health professionals, both internal and external agencies to facilitate integrated care.
5. Demonstrated experience in community development, cultural consultation, and engagement with a variety of stakeholders.
6. Ability to use own initiative and take a proactive role in carrying out activities.
7. Demonstrated effective oral and written communication skills, effective time management, and computer literacy including Microsoft package.
8. Current Driver's License valid for use in NSW.
9. Current immunisations or willingness to participate in staff immunisation program.
10. Ability to hold all relevant security clearances including National Police Check and Working with Children clearance

2. Completed application form
3. Resume
4. Supporting documents

Completed application to: hr@durri.org.au

or

Post marked confidential to:

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

Closing Date: 17th November 2026 by 5:00pm – No late applications will be accepted.

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 National Police check? □ Yes □ No Date of issue: ……

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 Description

Position Title: AHW - SEWB Support Worker	**Business Unit:** Program Management
Reports To: Programs Manager	**Direct Reports:** NIL
Employment Type: Full-time	
Position base: Position will be delivered across the Durri Service Delivery Area (Macleay and Nambucca Valleys)	
Purpose:	
The AHW - SEWB Support Worker is responsible for improving the social, emotional, cultural and spiritual wellbeing of Aboriginal and Torres Strait Islander people across the Macleay and Nambucca Valleys. Working within Durri Aboriginal Corporation's Social and Emotional Wellbeing (SEWB) Program, the position provides culturally safe, trauma-informed and strengths-based support that empowers individuals, families and communities to strengthen their connection to culture, Country, family and community. The role delivers individual support, community engagement, group programs and health promotion activities while working collaboratively with multidisciplinary teams to improve health outcomes and promote healing through culture, connection and community participation.	
Primary Objective:	
The AHW - SEWB Support Worker will: ➢ Promote and strengthen Aboriginal social and emotional wellbeing through culturally safe service delivery. ➢ Increase connection to culture, Country, family and community. ➢ Deliver prevention, early intervention and community wellbeing programs. ➢ Build resilience, confidence and independence within individuals and families. ➢ Facilitate culturally appropriate healing, education and wellbeing activities. ➢ Improve access to health, social and community support services. ➢ Work collaboratively with multidisciplinary teams to provide integrated, holistic care. ➢ Develop strong partnerships with community members, Elders and external organisations. ➢ Contribute to improved health and wellbeing outcomes for Aboriginal communities throughout the Macleay and Nambucca Valleys.	

Position Dimension & Decision Making Authority:	Key Communication Contacts:	
Without referral to manager – • Routine enquiries from clients, their partners and the community **After Consultation Program Manager or others –** • Complex client health problems/issues • Actions outside policy and procedure **Referred to Program Manager or others –** • Operational and Capital Expenditure	**Contact/Organisation**	**Purpose/Frequency of Contact**
	SEWB Team Leader	Daily – Direction and achievement of accountabilities
	Program Manager	Daily – Direction and achievement of accountabilities
	Client and Community	As needed – Culturally safe mental health and social and emotional wellbeing support, information and referrals
	All staff	As needed – Linking with other programs where appropriate

Key Accountabilities		
Key Result Area	**Major Activities**	**Performance Measures:**
1. Program Management	• Provide culturally safe, trauma-informed, recovery-oriented and strengths-based mental health support to Aboriginal women and girls. • Complete intake, culturally appropriate screening and needs identification within scope of practice. • Support clients to develop, implement and review individual wellbeing and recovery plans. • Provide practical assistance, brief support, health education, advocacy, outreach and follow-up. • Facilitate women's wellbeing, healing, mental health literacy and cultural connection groups. • Recognise changes in presentation and promptly escalate clinical, safety or safeguarding concerns. • Work within approved care plans and professional scope, seeking supervision when required.	• Achievement of Program KPIs • Use of Communicare • Wellbeing programs delivered in accordance with annual work plans. • Increased community participation and engagement. • Positive client outcomes and satisfaction. • Individual wellbeing plans completed and reviewed. • Community activities delivered safely and effectively.
2. Community Care	• Build respectful, confidential and culturally safe relationships with Aboriginal women, girls, families and carers. • Assist clients to navigate mental health, primary health, housing, family violence, legal, education, Centrelink and community services. • Coordinate warm referrals and follow-up to improve service access and continuity of care.	• Achievement of Program KPIs • Increased client engagement. • Timely referrals completed. • Positive client feedback. • Demonstrated improvements in client wellbeing goals. • Strong relationships established across communities.

	• Support clients attending appointments and case conferences where appropriate. • Respond to disclosures of family and domestic violence, child safety concerns and risk in accordance with policy, mandatory reporting obligations and escalation procedures. • Promote self-determination, choice, dignity, recovery and independence.	
3. Teamwork and Collaboration	• Participate in multidisciplinary care planning, case review and clinical consultation. • Attend team meetings, case conferences, supervision and reflective practice. • Work collaboratively with SEWB clinicians, AHWs, GPs, nurses and internal Durri programs. • Maintain effective referral relationships with NSW Health, mental health services, family violence services, housing, justice and community organisations. • Engage appropriately with Elders, women's groups and community leaders. • Contribute to a respectful, culturally safe and psychologically safe workplace.	• Feedback from colleagues • Feedback from clients • Active participation in multidisciplinary meetings. • Positive working relationships across the organisation. • Effective communication with colleagues and partner agencies. • Positive contribution to team culture. • Collaborative client outcomes achieved.
4. Compliance & Quality Assurance	• 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.	• Achievement of Program KPIs and regulatory standards • Has read and signed off on Staff Policy and Procedure manual • Utilisation and reporting from Communicare • Participates in Professional Development to meet Program requirements • Participate in program quality improvement activities.

	• Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups. • Assist 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	
5. Work Health and Safety	• 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	• Achievement of Program KPIs and regulatory standards

	compliance with the WHS or other legislation. • Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures	
6. Reporting	• Provide statistical reports to meet organisational and statutory requirements as required. • Complete client case notes within required timeframes. • Record activity data accurately. • Prepare reports for management and funding bodies. • Monitor emerging community needs. • Contribute to program evaluation and planning.	• Accuracy and timeliness of qualitative reports • Accuracy and timeliness of statistical reports • Use of Communicare • Attendance at meetings as requested by the Programs Manager • Reporting deadlines achieved. • Quality program information available for evaluation.
7. Policy and Procedures	• Assist in the development of and comply with policies and procedures to ensure that the SEWB program is demonstrating consistent practices nationally and is in line with strategic objectives. • 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	• Provide consistent and high standards of compliance with policies and best practice • Professional behaviour demonstrated. • Performance development goals achieved. • Active contribution to continuous improvement.

The position requires the ability to:

- Build trust with clients who may have experienced trauma, grief and intergenerational disadvantage.
- Support people with complex social, emotional, mental health, alcohol and other drug, family violence and justice-related needs.
- Deliver services across geographically dispersed communities throughout the Macleay and Nambucca Valleys.
- Balance individual case management with community program delivery.
- Respond appropriately to clients experiencing crisis while maintaining professional boundaries.
- Maintain confidentiality while working within a close-knit Aboriginal community.
- Manage competing priorities and high workloads.
- Work collaboratively across multidisciplinary teams and multiple service providers.
- Adapt to changing community priorities and emerging service needs.

Qualifications & Experience –
Essential

1. Aboriginal and/or Torres Strait Islander descent ***(This is an identified position under Section 14D of the NSW Anti-Discrimination Act 1977)***
2. Certificate IV in Mental Health or capacity and willingness to complete within an 18 month period.
3. Demonstrated experience with development of community programs
4. Sound knowledge of community health, public health and Aboriginal Health
5. A thorough knowledge of and association with the local Aboriginal community
6. Demonstrated understanding of Social and Emotional Wellbeing principles.
7. Ability to engage individuals and families experiencing complex needs.
8. Experience facilitating community groups and health promotion activities.
9. Demonstrated ability to work independently and within multidisciplinary teams.
10. Experience working with health service agencies, non-government organisations, schools, community groups and medical professionals at all levels
11. Demonstrated commitment to continuing professional development
12. High level of written and verbal communication skills
13. Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
14. Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the Communicare patient information management system
15. Current First Aid certificate, or ability to obtain
16. Current immunisations or willingness to participate in staff immunisation program including COVID-19 vaccination
17. Ability to hold all relevant security clearances including National Police Check and Working with Children clearance
18. Current valid Class C driver licence

Desirable:

1. Certificate IV or Diploma in Aboriginal Primary Health Care, Community Services, Mental Health, Alcohol and Other Drugs, Youth Work or related discipline.
2. Experience working within an Aboriginal Community Controlled Health Organisation.
3. Understanding of trauma-informed and healing-informed practice.
4. Experience delivering cultural programs and community wellbeing initiatives.