



Our Vision

People living well

Our Values

We care – We work together – We achieve – We learn

Position Description

Position Title	Indigenous Community Support Worker
Reporting to	Program Manager, Family Relationships and Youth
Direct Report/s	Nil
Budgetary Responsibilities	Nil
Liases with Internally	Indigenous Community Support staff Other FRY Team members GH staff
Liases with Externally	Aboriginal community members Aboriginal and mainstream services Link into Community Working Party, Local Indigenous Network, Wodonga Aboriginal Network, Dirrawarra network
Code of Conduct	Employees are expected to, at all times: <ul style="list-style-type: none"> - Maintain a high professional standard and work with integrity - Develop a collaborative working relationship - Communicate with respect and tolerance - Maintain a client focus - Adopt a Continuous Quality Improvement approach
Position Context	The Indigenous Community Support (ICS) Service supports Aboriginal and Torres Strait Islander community members and their families by providing linking and referrals to a range of mainstream services which may include welfare and social support, family violence, health (including drug and alcohol services), housing, child care and legal. When necessary case management of an individual of family may be required to ensure all the client needs are met.

	<p>By better linking Aboriginal and Torres Strait Islander people to community services, the Indigenous Community Support service will support social inclusion and community cohesion and will assist in closing the gap in access to services between Indigenous and non-Indigenous Australians. Where there are many issues some clients will be able to access case management.</p> <p>Funding is part of the Indigenous Advancement Strategy provided by the Department of Prime Minister and Cabinet</p>
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Organisation Context

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

The Board of Governance provides strategic planning for Gateway Health.

The Board has delegated the operational management of the Agency to the Chief Executive Officer.

Executive staff provide direction, support and leadership to staff.

The Executive comprises;

- Chief Executive Officer
- General Manager Client Services
- General Manager Clinical Services

Program Managers provide immediate support and management within their program areas.

Corporate services are delivered through Finance, Payroll, Information Communications Technology, Human Resources and Quality and Safety.

Review of Position Descriptions:

This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.

Qualifications & Conditions:

Applicants MUST address the Selection Criteria below when completing an employment application

Selection Criteria:

Essential:	<ul style="list-style-type: none"> • This is an identified position, applicant must be of Aboriginal or Torres Strait islander descent. • Qualifications in welfare, community development or the human services fields.
Desirable:	<ul style="list-style-type: none"> • Demonstrated ability to work with Aboriginal people and families and provide case management. • Experience in building and maintaining partnerships with a broad range of individuals and organisations. • Good self-motivation and ability to problem solve. • Knowledge of other agencies in Albury, Wodonga and Wangaratta both Aboriginal specific and mainstream services. • Proven ability to work both independently and as a supportive and constructive team member in a diverse, multi-disciplinary team. • Ability to communicate clearly, both written and verbal. • Well developed administrative skills and computer literacy. • Ability and willingness to travel for work purposes. This may involve driving some distances within and beyond the Health Service.

Salary & Conditions:

Salary/Conditions:	<ul style="list-style-type: none"> • Community Development Worker Class 2A Y (dependant and skills and experience) • 0.6eft (22.8 hours pw) Fixed Term to 30th June 2016 (extension possible with further funding) • A current driver’s licence • Ability and willingness to travel for work purposes • A current Police Check and Working with Children check. • Salary Packaging as per agency agreement • 3 month probationary period • Based in Wodonga
Award/Agreement	<ul style="list-style-type: none"> • Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015.

Key Responsibilities

1. PERSONAL & PROFESSIONAL DEVELOPMENT

Demonstrated experience and understanding of the need for continuation of both personal & professional development.

- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- Have a sound knowledge of relevant organisational policies and procedures as well as program work practices.
- Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required.
- Actively participate in the organisation's Performance Management System.

2. COMMUNICATIONS & ORGANISATION CULTURE

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

- Act in a professional manner at all times when dealing with internal & external clients.
- Positively promote the organisation both internally & externally.
- Be prompt and provide courteous service to clients, colleagues and the broader community.
- Maintain confidentiality on all issues relating to the organisation, the clients & fellow colleagues.
- Treat all clients with respect whilst being responsive to their needs.
- Observe and comply with the organisation's code of conduct.

3. ADMINISTRATION & DOCUMENTATION

Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Ensure the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the organisation.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Input statistical data using relevant data bases to meet agreed timelines.
- Comply with OH& S and other relevant legislation.

4. TECHNICAL SKILLS & APPLICATION.

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- To engage and build trusting relationships with Aboriginal organisations and groups.
- To assist local Aboriginal families to build connections with appropriate existing services, community supports and informal social networks.
- Where there are complex issues and no other service can assist then case management can be offered to the individual or family.
- To assist in making appropriate supported referrals for Aboriginal families.
- To document and monitor the impacts and outcomes of activities and service gaps.
- Complete all necessary reporting requirements including case note documentation.
- To work cooperatively and support other team members in their duties.

To work in a manner that utilises a strength based approach.

5 . TEAMWORK & COMMUNICATION

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.

- Be aware of, and practice according to, the organisation's objectives and values.
- Demonstrate the ability to work positively within the Families Relationships and Youth team to achieve agreed program goals.
- Work harmoniously with other team members to ensure that a quality service is provided to our clients.
- Demonstrate effective communication skills (both verbal & written) in dealing with clients, visitors, staff, etc.

6. CONTINUOUS QUALITY IMPROVEMENT

Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.

- Actively contribute to quality improvement initiatives and other program activities to meet relevant accreditation standards.
- Demonstrate ability to use initiative and skills in planning and prioritising daily activities.
- Demonstrated understanding of all relevant external legislation and internal policies and procedures that relate to this role and the organisation.

Employment Details:

Name:	
Classification:	
Program:	
Award:	
Date Joined Company or commenced role	
Responsible to:	
Main Responsibilities:	

Performance Monitoring:

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date:	
Next Appraisal Date:	

I _____ (full name) hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the organisation.

Employee Signature

Date

Manager Signature

Date