



POSITION DESCRIPTION

Position Title:	Indigenous Outreach Worker – Health Justice
Supervisor:	Services Coordination Manager
Classification and Salary:	HPCS 3.1 – 3.4 Base Salary: \$71,338 - \$77,953 Total Salary: \$79,556 - \$86,933 (Note: Total salary includes leave loading and superannuation)
Staff	Nil
Location	Based in Knuckey Street Clinic and outreach to Various clinic locations across DDHS service area: Greater Darwin
Date Reviewed	September 2020

SUMMARY OF POSITION:

As part of a Health-Justice Partnership between Danila Dilba Health Service (DDHS) and Northern Territory Legal Aid Commission (NTLAC), this role will work in collaboration with a full-time lawyer based at DDHS to improve the access of our clients to legal services.

As an Indigenous Outreach Worker - Health Justice you will be responsible for engaging with some of our communities' most vulnerable families. The success of the Health Justice partnership lies in the trust that you will build with these and other members of our community, to reduce the barriers that exist to accessing legal services.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic Imperatives

- Awareness and understanding of DDHS strategic plan.
- Contribute to the development and implementation of strategies designed to meet organisational objectives.

Health Justice

- Draw on trusting relationships to address barriers to legal assistance and facilitate legal assistance to clients that need it in the familiar and trusted setting of DDHS clinics.
- Assist in triage of referrals made by staff in other DDHS programs or requests for legal assistance. Triage of clients, may involve assisting the lawyer with:
- Immediate contact (either in person or via phone) between the client and integrated lawyer, coordinated with support from DDHS health workers, clinicians, or counselling staff. This may be necessary if the matter is urgent, or the client is difficult to engage in follow-up appointments.
- Identifying legal conflicts of interest.

- Refer the client to next available appointment with lawyers in the weekly clinics or refer to an external partner service where conflicts are identified which prevent the NTLAC lawyer from seeing the client.
- Work collaboratively with DDHS front line staff to provide comprehensive and wrap-around supports for particularly vulnerable clients, including ongoing legal or related assistance as required.
- Contact referred clients to tell them more about the service, obtain information needed for triage, confirm appointment times, and give a reminder.
- Provide in service training, education and support to DDHS front line staff in recognising issues with clients where a legal response could be helpful and in using the referral pathway and support of the staff of this proposal to support the referral.
- Proactively engage with DDHS and provide community legal education to foster an understanding of the intersection between health and legal issues.
- Ensure a high level of confidentiality is always maintained.
- Contribute to quality reporting and recording systems to ensure accountability and transparency in service delivery.
- Provide advice and support to the NTLAC lawyer and DDHS staff in the planning and delivery of community-based activities to ensure they are culturally appropriate and responsive to community needs.

Human Resource Management

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Be responsible for your professional development by engaging in professional supervision, attending relevant workshops and in-services and self-auditing to maintain professional development (CPD) as required.

Communication and Teamwork

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, aiding team members as required and undertaking other key responsibilities or activities as directed by your supervisor.
- Be responsible for maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

Safe Practice Environment

- Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures.
- Proactively address WH&S hazards, incidents and injuries, adhere to cold chain management and infection control processes.

Quality

- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Information Management

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies and protocols to ensure continuity of care.

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards and practices e.g. Work Partnership Agreement; information and records management; confidentiality.
- Participate in work partnership agreements.

- Act only in ways that advance DDHS objectives, values and reputation and with honesty, integrity and good faith.
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

SELECTION CRITERIA:

Essential:

1. Knowledge and understanding of contemporary Indigenous culture and society.
2. A general understanding of the legal system in the Northern Territory and how it relates to Indigenous people.
3. The ability to identify a legal conflict of interest.
4. Good written and oral communication skills with a particular ability to communicate with Indigenous people.
5. Ability to plan and a willingness to deliver legal information and education to staff and clients.
6. Demonstrated ability to work with minimal supervision in undertaking tasks and the initiative to address challenges.
7. Demonstrated experience in liaising with other agencies, developing networks and contacts in other associated services such as emergency housing, policing, rehabilitation.
8. Ability to work as part of a small team and meet deadlines without supervision.
9. Demonstrated written skills in the preparation of but not limited detailed reports, general correspondence and documentations with an understanding of confidentiality.

Desirable:

1. Formal studies or qualifications in community development, social work, education, counselling, law or a related field.

Appointment Factors: (Appointment is subject to)

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance (Ochre Card);
3. Current driver's licence;

Approved:

Olga Havnen

Chief Executive Officer

Date: 23 / 10 / 2020.

Created by:	Reviewed By:	Approved	Changes
Services Coordination Manager, October 2020		Chief Executive Officer, October 2020	