



Position Title:	Indigenous Outreach Worker
Supervisor:	Team Leader – Social, Emotional Wellbeing
Classification:	Health Professionals and Community Services Grade 2
Salary Range:	HPCS 2.1 – 2.4 Base Salary: \$62,786 - \$67,571 Total Salary: \$70,018 - \$75,355 (Note: Total salary includes leave loading and superannuation)
Location:	Binyolkga Centre, Darwin
Position Created:	26 April 2017

SUMMARY OF POSITION:

The Indigenous Outreach Worker will work in partnership with Primary Health Care teams to support individuals and families to build resilience using an approach that builds on community and cultural strengths.

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

Participate in the development and implementation of strategies for providing mental health and social and emotional wellbeing services to Aboriginal and Torres Strait Islander people in the Greater Darwin Area;
Ensure achievement of Business Plan outcomes aligned to the DDHS Strategic Plan;
Contribute to the development of operational and program plans for mental health and social and emotional wellbeing services.

Mental Health Care and Social and Emotional Wellbeing

Work in partnership with Primary Health Care teams to support individuals and families to build resilience with the provision of:

- Health promotion and preventative activities
- Brief interventions
- Community engagement activities
- Identification of at risk community members, including youth and work with them and their families.
- Cultural advice

Work within multidisciplinary teams to ensure social and emotional wellbeing activities are culturally relevant and clients have access to cultural, psychosocial, psychological and clinical interventions and treatments.

Maintain regular contact with clients within the scope of practice that have been referred by clinics, other providers or self-referral to SEWB.

Work with a strengths based approach to develop, implement and monitor a case management plan to address specific client needs in collaboration with Community Services Team and SEWB.

Provide intervention and support to clients, within the expertise and skills of the worker, by identifying immediate risks and needs, exploring possible interventions, developing and implementing support plans and facilitating referrals.

Communication and Teamwork

Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients.

At times provide a support role to other professionals within the organisation and the community;

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 in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members as required and undertaking other key responsibilities or activities as directed by your supervisor.

Be responsible to maintaining your own professional work ethics and participate in staff meetings.

Reporting

Accurately report against the DDHS business and operational plan, and against external KPI's meeting deadlines.

Report on service and audit data as required.

Assist in the preparation of reports, briefings and related communications as required.

Safe Practice and Environment

Conduct all activities in a manner consistent with Danila Dilba Health Service Work, Health and Safety policy and procedures.

Proactively address WH&S hazards, incidents and injuries and adhere to infection control processes.

Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.

Human Resources Management

Participate in cross-cultural education as well as assist and participate in staff orientations

Assist and support the induction of new or trainee staff members.

Complete an annual Work Partnership Agreement with 6 monthly review.

Take responsibility for your professional development by attending relevant workshops and in-services and self-auditing your clinical duty of care and complete mandatory competencies as required.

Undertake professional supervision as arranged by DDHS.

Quality

Identify and make recommendations on opportunities to improve processes, quality and service delivery outcomes.

Participate in the development of quality procedures and contribute to internal and external program reviews as required.

Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Information Management

Ensure accurate documentation of information in a timely manner on Communicare.

Maintain accurate recording of client records.

Contribute to the collection of data as well as the reporting requirements of the program.

SELECTION CRITERIA:

Essential:

1. Demonstrated experience working with Indigenous people and the ability to communicate effectively and in a culturally appropriately manner
2. Demonstrated knowledge of current issues, standards and trends in the delivery of mental health and social and emotional wellbeing services to Aboriginal people;
3. Demonstrated awareness of and sensitivity to Aboriginal culture and history and knowledge of issues impacting on Aboriginal children and families, youth and adults and those affected by Stolen Generations' policies and practices;
4. Demonstrated ability to work within and maintain strict confidentiality guidelines and policies;
5. Demonstrated communication and interpersonal skills with the ability to liaise with people from a wide range of cultural and social backgrounds to both obtain and convey information relevant to their care;
6. Demonstrated ability to interact effectively with clients, carers and other professionals from diverse cultures;
7. Ability to work independently, and as part of a team, with an ability to plan, manage and prioritise tasks and resources to deliver outcomes within time and budget considerations;
8. Proficiency in and commitment to the use of electronic information systems for the maintenance of clinical and service delivery records.

Desirable:

1. Experience working in a community services program or community education program;
2. Certificate qualifications in Community Services or equivalent.

Appointment Factors (Appointment is subject to):

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance;
3. Current NT Driver's Licence, and
4. Current First Aid certificate or the preparedness to gain one.

Approved:

Rodger Williams

Deputy Chief Executive Officer

Date: ____ / ____ / ____

Created by:	Manager – Community Services	April 2017
Approved by:	Chief Executive Officer	April 2017
Review Due by:	Manager – Community Services	April 2019