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to Aboriginal health



SA Health Job Pack

Job Title	Social and Emotional Wellbeing Support Worker
Job Number	630797
Applications Closing Date	25 August 2017
Region / Division	Country Health SA Local Health Network
Health Service	Port Pirie Community Health
Location	Port Pirie
Classification	ASO3
Job Status	F/T Temporary up to 29 June 2018
Remuneration	\$56,389 - \$70,301

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Barbara Daw
Title	Aboriginal Health Team Leader
Phone number	86384499
Email address	Barbara.Daw@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position. Aboriginal and Torres Strait Islander applicants are encouraged to apply.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements.



ROLE DESCRIPTION

Role Title:	Social and Emotional Wellbeing Support Worker
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHA:	CHSA- LHN, Yorke and Northern Rural Region
Hospital/ Service/ Cluster	Port Pirie Regional Health Service
Division:	Community and Allied Health Services
Department/Section / Unit/ Ward:	Aboriginal Health Team
Role reports to:	Aboriginal Health Team Leader
Role Created/ Reviewed Date:	M27490 – created 2005 - reviewed June 2017
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

- > This position works in collaboration with other members of the Aboriginal Health Team, other teams and disciplines within the Community and Allied Health Services Division and other service providers within the Yorke and Northern Rural Region to ensure the provision of quality Social Emotional Wellbeing services to Aboriginal people in the area.
- > The position works with limited supervision in the provision of services and programs to Aboriginal people and their families with emotional and wellbeing problems including those suffering from mental illness, issues associated with forced removal, grief, loss and trauma. The role involves the provision of services in individual as well as group settings and supports and assists with the development of a multidisciplinary team.
- > The Social and Emotional Wellbeing Support Worker will take direction from the Social and Emotional Wellbeing Counsellor and works closely with the Drug and Alcohol Worker.
- > Extensive liaison is required in respect to other individuals and departments, both within and outside the organisation to ensure clients receive referral to appropriate services that meet their needs. The position also acts as a 'cultural broker' between clients and services to provide support and advocacy and ensure services are provided that are sensitive and considerate of Aboriginal culture.
- > The incumbent is responsible for assisting with the development of appropriate community programs and activities as defined by the recommendations of the Bringing Them Home Report and the Mid North Nunga Plan and assisting with the evaluation of the outcomes of these programs in conjunction with the Social and Emotional Wellbeing Counsellor and Aboriginal Health Team Leader.
- > The incumbent is required to handle confidential and sensitive situations and tasks in a competent manner and ensure accurate data is provided to reflect services provided.

Key Relationships/ Interactions:

Internal

- > Accountable to the Community Health Manager through the Aboriginal Team Leader.
- > Reports to the Social and Emotional Wellbeing Counsellor and works closely with the Drug and Alcohol Worker.
- > Attendance at quarterly all of staff meeting and other meetings as deemed relevant by the Team

Leader.

External

- > Attendance at annual Social and Emotional Wellbeing Worker Forums

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Effectively manage sensitive and confidential matters.
- > Effectively communicate with a diverse range of members of the community, health service staff and staff from other agencies.
- > Ability to provide a range of services, including one-to-one and family consultants, supportive counselling, group work, health promotion, community development and community education.

Delegations:

- > Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Works in close collaboration with the Social and Emotional Wellbeing Counsellor and other members of the Aboriginal Health Team to decrease the incidence and prevalence of, and risk factors for mental illness and issues around grief, loss and trauma within an holistic framework to Aboriginal persons in the mid north through by:	<ul style="list-style-type: none"> > Ensure successful outcomes of the position by utilising the framework provided by the following: <ul style="list-style-type: none"> - Bringing Them Home Report - Mid North Nunga Plan > Ensuring referrals are to appropriate services to ensure the needs of the client are addressed in an effective, coordinated and culturally appropriate manner. > Assist in the development of programs and primary health care activities to Aboriginal people in the Yorke and Northern Rural Region. > Ensuring the holistic health needs, concerns and priorities of Aboriginal people with social and emotional wellbeing issues are adequately addressed through empowerment of Aboriginal people, a client centred approach, community consultation and community development. > Utilising a range of strategies to facilitate the social and emotional wellbeing of the target group. > Assist with the planning, implementation and evaluation of a range of programs, interventions and activities that improve the health and wellbeing of consumers. > Identify issues related to social and emotional wellbeing and refer appropriately to ensure the most appropriate interventions are provided to the client to improve health outcomes.
Contribute to the evaluation of the program by:	<ul style="list-style-type: none"> > Maintaining relevant client service statistics according to performance indicators and organisational requirements. > Adhering to the reporting requirements of the Funding Agreement from relevant Commonwealth Departments. > Participating in review and evaluation discussion with clients, families and other service providers. > Ensure the provision of a holistic, efficient and effective referral, information, advocacy and support service to Aboriginal and Torres Strait Islander individuals and their families. > Promote Primary Health Care Principles by assisting in the development and implementation of health education and promotion programs. > Assisting in the development and implementation of early intervention programs. > Providing services within a Primary Health Care Framework.
Contribute to the effective and appropriate communication between the Aboriginal Health Team, the staff of Yorke and Northern Rural Region Health Services and other service providers throughout the area through:-	<ul style="list-style-type: none"> > Contribution to the effective planning and delivery of services and programs through liaison and consultation and maintaining positive working relationships with the Aboriginal community and multidisciplinary team members > Contribute to various committees as required on a divisional and organisational basis as deemed relevant by the Team Leader. Working collaboratively and effectively with other Aboriginal Health Team and community members to provide cultural advice and assistance within the health units of the mid north area as required and approved by the Community Health Manager.

Positively and actively participate in the Partnership program with the team to:	<ul style="list-style-type: none"> > Participation and assistance in the orientation of new, temporary and replacement staff as this relates to the health unit. > Participation in the development of policies and procedures which reflect the philosophy of the health service. > Delivery of culturally sensitive services for Aboriginal people through close working relationships with the Aboriginal Health Workers and other service providers. > Ensuring cultural sensitivity is maintained by acting as a 'Cultural Broker' between clients and services throughout the Yorke and Northern Rural Region. > Discuss issues being experienced within the work environment and participate in the identification of solutions for effective resolution. > Assist the Team Leader in the identification and development of the Aboriginal Health Team goals.
Complete administration and documentation tasks according to the health service and funding body requirements in order to ensure ongoing funding and facility viability by:-	<ul style="list-style-type: none"> > Ensuring all documentation is accurate and completed in a professional and timely manner. > Compliance with all relevant policies and procedures. > Ensuring accessibility of client records through compliance with the requirements of the organisation in regards to the Client Records. > Ensure that health service policies and requirements of client privacy, Freedom of Information, security of client records and confidentiality are integrated into programs in a culturally recognised manner. > Utilising all resources in a responsible, effective and cost efficient manner and in line with policy requirements. > Participating in the development and implementation of policies and procedures which reflect the philosophy of the health service and consider cultural issues. > Provision of statistics that accurately reflect the role as per the requirements of the organisation and funding bodies.
Demonstrate commitment to continuous quality improvement through the following:-	<ul style="list-style-type: none"> > Commitment to development of and participation in quality improvement programs and other health service activities to meet Service / Accreditation Standards. > Contribution to the development of the Aboriginal Health Team by active participation in ongoing programs and quality improvement activities. > Participation in appropriate educational opportunities to enhance the skills required for your position and completes mandatory training. > Ensuring that clients are aware of their rights and responsibilities and access to advocacy. > Facilitation of consumer and community participation in the planning and evaluation of services and programs.
Comply with statutory and organisation requirements, procedures and rules that are introduced to protect the health and safety of people at the workplace, including the general public by:	<ul style="list-style-type: none"> > Complying with workplace policies and procedures. > Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for clients, staff and visitors. > Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace. > Ensuring hazardous work areas or practices are identified and reported. > Correctly utilising appropriate personal protective equipment.

Personal and Professional Development:	<ul style="list-style-type: none"> > Participate in ongoing personal and professional development and ensure own safety and competent practice through:- > Contributing to the learning of the team members, other health workers and students on placement, by acting as a consultant and resource, within the scope of expertise, regarding Aboriginal health issues and the special needs of Aboriginal people. > Attending staff meetings and in-service programs as required. > Representing the Organisation in intra and inter organisation meetings and committees as determined appropriate and approved by the Aboriginal Health Team Leader. > Attending mandatory training as required by the organisation. > Identifying personal knowledge gaps with the Social and Emotional Wellbeing Counsellor and working towards meeting these needs. > Regularly updating knowledge of services provided by the service and other health agencies to act as a resource for the community and staff
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Certificate III in Aboriginal &/or Torres Strait Islander Primary Health Care (Practice or Community Care)

Personal Abilities/Aptitudes/Skills:

- > Ability to communicate effectively both written and orally with clients, health workers and other service providers
- > Demonstrated customer service skills with the ability to negotiate and advocate on behalf of clients and be responsive to consumer feedback
- > Ability to take direction and work under supervision to meet deadlines under pressure
- > Demonstrated conflict resolution skills and the ability to work cooperatively and effectively as a member of a multidisciplinary team with a strong commitment to team work
- > Demonstrated ability to participate in the planning, implementation and evaluation of services and programs

Experience

- > Experience in the provision of services to Aboriginal and Torres Strait Islander people including communities and groups
- > Experience in the ability to recognise issues related to mental health, grief, loss and trauma associated with forced removal and the development of appropriate solutions to address same
- > Experience in community development and project work and applying the principles of Primary Health Care
- > Experience in the use of personal computers and the use of MS Office software

Knowledge

- > Knowledge of Aboriginal culture, models of care and issues related to health service delivery
- > Knowledge of community based services available locally and intrastate to assist with resolution of identified client issues

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Qualifications in Aboriginal studies or Narrative Therapies.

Personal Abilities/Aptitudes/Skills:

- > Ability to work in a self-directed manner.

Experience

- > Previous experience in working with Aboriginal people with mental health and / or drug and alcohol problems.

Knowledge

- > Knowledge of relevant papers such as National Mental Health Policy, National Mental Health Standards, Social and Emotional Wellbeing Practice and the Bringing Them Home Report.
- > Knowledge of Equal Employment Opportunity and Occupational Health Safety & Welfare legislation.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Based in Port Pirie, the Mid North Aboriginal Health Team provides a range of culturally appropriate services to Aboriginal and Torres Strait Islander people in the mid north area. Service delivery centres include the Tarpari Wellbeing Centre and GP Plus Health Care Centre in Port Pirie and the Rainbow Healing Bus (mobile health clinic). Key priorities include chronic condition management, screening services pregnancy and early childhood outcomes, primary health care / early intervention, social and emotional wellbeing and drug and alcohol services including prevention and early intervention.

The Yorke Peninsula Aboriginal Health Team provides a range of culturally appropriate services to Aboriginal and Torres Strait Islander people on the Yorke Peninsula. Service delivery centres include Maitland Narungga Centre, Point Pearce Health Centre and Yanggalagawi (Moonta). Key priorities include chronic condition management, screening services pregnancy and early childhood outcomes, primary health care / early intervention, social and emotional wellbeing and drug and alcohol services including prevention and early intervention. Aboriginal specific packaged home care and home support services are managed across the Maitland, Port Victoria, Point Pearce and Moonta areas

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: