



ROLE DESCRIPTION

Role Title:	Aboriginal Social and Emotional Wellbeing Worker
Classification Code:	OPS5
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Health and Recovery, Trauma Safety Services (HaRTSS)
Department/Section / Unit/ Ward:	Yarrow Place
Role reports to:	Team Coordinator, Youth Team
Role Created/ Reviewed Date:	May 2023
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Aboriginal Social and Emotional Wellbeing Worker is based within the Yarrow Place Youth Team and provides flexible and intensive therapeutic and healthcare support, within a mobile outreach-based model, to young people who are or were under the Guardianship of the Chief Executive. This includes young people who have been identified as at high risk of or currently experiencing Child Sexual Exploitation and young people who are seeking to be pregnant, are pregnant or have experienced a removal of child into care where there is high risk of further statutory intervention.

The Senior Aboriginal Social and Emotional Wellbeing Worker provides direct expert care for Aboriginal and Torres Strait Islander young people and cultural leadership to multidisciplinary staff. The role also provides cultural expertise and clinical recommendations to improve health and wellbeing outcomes for consumers of the program. Addressing cultural safety and undertaking culturally informed engagement, assessment, education/advocacy, counselling, and group work are considered essential components of care which is directed towards consumer health and recovery. This involves ongoing consultation, liaison and co work with other disciplines, government, and non-government organisations to support the delivery of high quality culturally safe and trauma responsive interventions. The Senior Aboriginal Social and Emotional Wellbeing Worker uses expert cultural knowledge, skills, and experience in the application of direction, support, orientation, and education to other staff and leads and participates in projects, quality improvement activities and policy development within the practice setting.

Key Relationships/ Interactions:

Internal

- > Reports to Team Coordinator
- > Contributing member of multi-disciplinary team
- > Works collaboratively with other clinicians and colleagues within Yarrow Place, HaRTSS and WCHN more broadly

External

- > Involves young people, their families and communities in service planning, implementation, and evaluation
- > Works in partnership with other government and non-government stakeholders supporting Aboriginal and/or Torres Strait Islander young people

Challenges associated with Role:

- > Ensuring the delivery of high standard specialised services to complex young people which result in quality outcomes for Aboriginal and/or Torres Strait Islander young people.
- > Improving and advocating for service access Aboriginal and/or Torres Strait Islander young people, who are/were under the Guardianship of the Chief Executive and other priority population groups who experience complex vulnerabilities.
- > Provision of cultural consultation and leadership to promote culturally sensitive systems, services, and programs within Yarrow Place and HaRTSS.
- > Working in partnership with other government and non-government stakeholders supporting Aboriginal and/or Torres Strait Islander young people.

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, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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.

Special Conditions:

- > This position is exempted from the provisions of Sections 52(1) and 103 of the Equal Opportunity Act 1984 pursuant to an order of the Equal Opportunity Tribunal, therefore allowing Aboriginal or Torres Strait Islander people to be preferred for appointment to this position.
- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit, and must be renewed every 5 years from the date of issue
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.
- > Provision of services to outreach locations.
- > Some out of hours work will be required.
- > Preparedness to travel to country areas of South Australia (or interstate / or intrastate) by air or motor vehicle, including overnight stay is essential.
- > Must participate in clinical supervision and orientation program.
- > Must be prepared to relocate within the metropolitan area of the Division of Mental Health.
- > May be required to temporarily fill a higher position, appropriate to the skills and capacity of the incumbent.
- > Must have current drivers' licence and be willing to drive.

Zero Tolerance to Racism:

The Women’s and Children’s Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

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 always 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contribute to improved health and social outcomes for young people who are Aboriginal and/or Torres Strait Islander through improving access to services</p>	<ul style="list-style-type: none"> > Promoting the benefits and availability of appropriate health services and supporting access for young people who are Aboriginal and/or Torres Strait Islander. > Ensuring consumers are aware of and understand their rights to receive culturally appropriate services. > Advising and mentoring team members on appropriate cultural protocols, including language and communication strategies, and sharing relevant information to support needs and circumstances of individual families. > Facilitating the development of trusting and respectful relationships between team members, consumers, their families, significant community members and within community networks. > Eliciting and interpreting information to support a two-way exchange of information between families and staff. > Supporting consumers with health surveillance and health promotion activities as required in line with agreed care plans. > Providing information and advice during case conferencing and care planning for young people to ensure all social and/or cultural issues are taken into consideration. > Co-working with other disciplines to work with individual families on an as needed basis.
<p>Empower young people who are Aboriginal and/or Torres Strait Islander to be involved in engage with appropriate services</p>	<ul style="list-style-type: none"> > Developing and maintaining contacts and co-operative relationships with Aboriginal and/or Torres Strait Islander service providers > Empowering young people to manage their own service needs through providing information and advice on support services and agencies in the local area, including key contact persons > Supporting the development and/or re-establishment of family and community supports and networks, including through group programs > Linking young people to appropriate Aboriginal and/or Torres Strait Islander service providers, and provision of advocacy as appropriate
<p>Contribute to the development and implementation of high quality culturally safe and sensitive systems, services, and work practices</p>	<ul style="list-style-type: none"> > Identifying and reporting gaps in services (WCHN and non-WCHN) and providing advice on systems changes required to address these gaps > Identifying appropriate responses to address community needs at the local level > Providing advice during development and implementation of services and programs, including development of appropriate information and education resources, tools, and packages > Participating in recruitment processes for team members across HaRTSS > Contributing to the development and implementation of orientation and training programs aimed at increasing staff awareness and understanding of Aboriginal and/or Torres Strait Islander history, cultural beliefs and values, and promoting appropriate attitudes and behaviours of team members to enable them to work respectfully and effectively with consumers who identify as Aboriginal and/or Torres Strait Islander > Providing advice during clinician performance processes as necessary to ensure culturally respectful practice and behaviour > Representing the organisation on external committees and forums as required > Participating in on-going professional development activities
<p>Responsible for individual professional development and education</p>	<ul style="list-style-type: none"> > Participate in process of clinical supervision > Maintenance of individual professional development portfolio and competencies relevant to role, including participation in regular credentialing > Successful attainment of professional competencies to a standard

	<p>agreed at annual performance development review, and as designated by the service</p> <p>Identify opportunities for further learning, including Professional Development opportunities</p>
<p>Strongly contribute to a positive team culture, safe work environment, and foster respectful working relationships</p>	<ul style="list-style-type: none"> > Contribute to a team environment that promotes positivity, learning and development, safety, and welfare of employees, acknowledges differences and encourages creativity, innovation, and honesty > Prioritise self-care and contribute to individual and team health and wellbeing > Foster a positive approach and commitment to workplace practice and cohesion, identify potential challenges and resolve as appropriate > Maintain a cooperative and productive working relationship with all internal and external stakeholders > Demonstrate commitment through modelling behaviours that align with Divisional and Network values Follow OHS&W guidelines
<p>Culturally sensitive services are delivered</p>	<ul style="list-style-type: none"> > Promote access and equity of services for all clients/stakeholders from culturally and linguistically diverse backgrounds > Model culturally sensitive behaviours and attitudes in all interactions > Actively engage in training and development opportunities, recognising ongoing role of learning in supporting culturally sensitive services

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care or equivalent
- > Registration with the Aboriginal and Torres Strait Islander Health Practice Board of Australia.

Personal Abilities/Aptitudes/Skills:

- > The incumbent must possess a high level of interpersonal skills, with the ability to demonstrate ability to integrate Aboriginal cultural experiences, philosophy, and practice particularly as it relates to the provision of social and emotional health services to Aboriginal and/or Torres Strait Islander young people
- > Communicate and work with other professionals, facilitate group functions and work as a team member
- > Demonstrated ability to promote cultural safety within Yarrow Place by raising awareness and understanding of Aboriginal and Torres Strait Islander cultures as well as factors affecting positive health and wellbeing outcomes for consumers
- > Demonstrate ability to prioritise workload and meet set timelines
- > Negotiate the boundaries of safe practice with reference to current knowledge and skills, and to know when to refer to other professional disciplines
- > Ability to provide an assertive, outreach, mobile service, requiring motivation and flexibility to meet the needs of consumers.

Experience

- > Demonstrated experience in engaging, establishing relationships, having informed discussions with Aboriginal young people (and their families and significant others) to enable their needs to be met
- > Extensive experience in providing assessment and interventions for Aboriginal young people experiencing complex health, social and emotional wellbeing difficulties
- > Developing, designing, implementing, and evaluating preventative and/or therapeutic programs
- > Demonstrated experience working in social, emotional and health services and/or other relevant community services, and as part of a multidisciplinary team
- > Reflecting on own practice, participating in supervision, and offering peer support

Knowledge

- > Aboriginal and/or Torres Strait Islander cultures including family and community obligations.
- > Historical and contemporary issues that affect the health and wellbeing of Aboriginal and/or Torres Strait Islander young people, including barriers for Aboriginal and/or Torres Strait Islander young people in accessing services and programs.
- > Knowledge of appropriate counselling and group work modalities for Aboriginal consumers
- > Knowledge and understanding of child/adolescent development theory, impact of trauma, gendered violence, mental health, and youth health issues, within a socio-cultural context
- > Knowledge of obligations relating to young people under the Guardianship of the Chief Executive, Mandatory Notifications and consumer rights and responsibilities

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Further training relevant to the goals of the organisation, e.g., therapeutic, youth specific, mentoring

Personal Abilities/Aptitudes/Skills:

- > Effectively represent organisations on Aboriginal and/or Torres Strait Islander service provider forums and at community events

Experience

- > In providing social and emotional, therapeutic, and healthcare services to Aboriginal young people in a specific setting, e.g., secure care; children under the Guardianship of the Minister
- > In providing training in formal and informal settings
- > In working in health care settings

Knowledge

- > Child protection legislation
- > Child and adolescent health and development and parenting
- > Knowledge of the South Australian Public Health System and administrative policies and practices of Community Health.

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 Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, 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:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

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.

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

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.

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:

Women's & Children's Health Network

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Women's and Children's Health Network Strategy 2026

Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

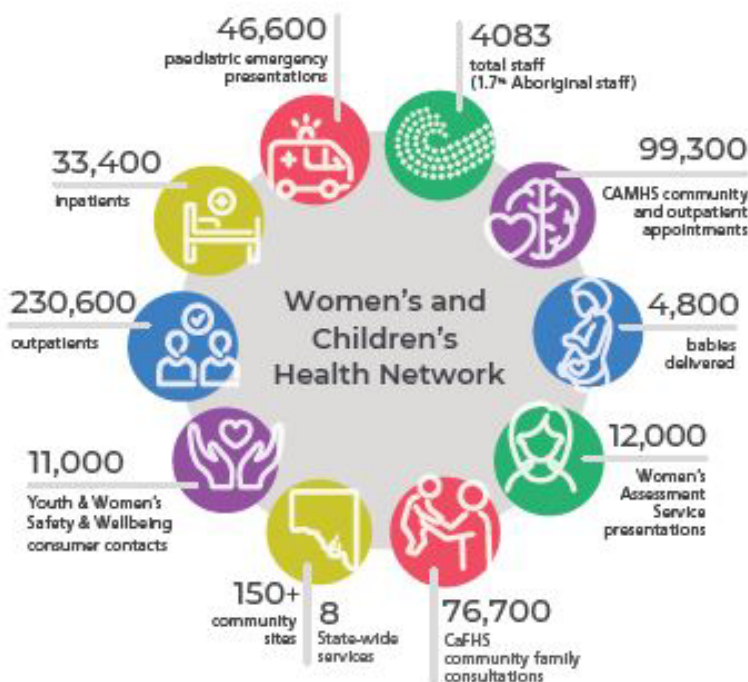
Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy