



POSITION DESCRIPTION – TEAM MEMBER

Position Title	Aboriginal & Torres Strait Islander Support Assistant	Department	Community Programs - Central Region
Location	Blacktown	Direct/Indirect Reports	0/0
Reports to	Senior Aboriginal & Torres Strait Islander Social Support Worker	Date Revised	Feb 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0031635

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

The Social Support Assistant will contribute to the effective and efficient day to day delivery of TeleYarn and the Wolkara Elder's Group to Aboriginal and Torres Strait Islander community members. The position will be responsible for working with the team to support Elders and indigenous clients to access TeleYarn, the Elders Group and home visits through the Community Visitors Scheme. This may include making wellbeing calls to clients, entering information in the Client Case Management system, escalating any issues of concern to the Team Leader, supporting information and referral pathways, assisting with logistics, transport and support at weekly Elders group sessions. The role may also assist with support to volunteers working the groups as well.

■ Position Responsibilities

Key Responsibilities

- Promote Red Cross services within the Aboriginal and Torres Strait islander community across Western Sydney
- Make weekly calls to designated clients as part of the TeleYarn service
- Document the TeleYarn calls and outcomes in the Client Case Management system
- Escalate any issues of concern or any needs for further information and referral to the Co-ordinator
- Support other volunteers in the office to make TeleYarn calls
- Provide transport for Elders, in a Red Cross vehicle, so they can attend the Wolkara Elders
- Support the Wolkara Elders group at their meetings through social connection, care needs, or participating in activities
- Support the team with home or aged care facility visits to Community Visitors Scheme, including transporting Elders who may be volunteering.

■ Position Selection Criteria

- Demonstrated knowledge, understanding and empathy for the social, health and community needs of Aboriginal and Torres Strait Islander peoples
- Well-developed interpersonal, communication and consultation skills including the ability to communicate effectively and work in partnership with Aboriginal and Torres Strait Islander people and people from other cultures
- Ability to work within a team
- Ability to build and maintain relationships with diverse stakeholders
- Ability to plan, manage multiple tasks and problem solve
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Relevant qualifications, skills and/or experience in public service, business administration, community services OR currently engaging in study in community services.
- A Working with Children check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements

- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters