

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Aboriginal Mental Health Cultural Worker
Eligibility	Open to Everyone
Job Number	727888
Applications Closing Date	25 June 2021
Region / Division	Flinders and Upper North Local Health Network
Health Service	Community Mental Health (MH) Rehabilitation Services
Location	Whyalla
Classification	OPS3
Job Status	Ongoing Part Time Appointment (26.25 hours per week)
Total Indicative Remuneration	\$70,666 - \$75,281 p.a (pro rata)

Contact Details

Full name	Audrey McCall
Phone number	86488310
Email address	Audrey.Mccall@sa.gov.au

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:

- ☒ Working with Children Screening - **DHS**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Disability Services Employment Screening - **DHS**
- ☐ 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.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

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.

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:	Aboriginal Mental Health Cultural Worker
Classification Code:	OPS3
LHN/HN/ SAAS/DHA:	Flinders and Upper North Local Health Network (LHN)
Hospital/Service/Cluster:	Mental Health (MH)
Division:	Flinders and Upper North
Department/Section /Unit/Ward:	Whyalla Community Mental Health (MH) Rehabilitation Services
Role reports to:	MH Team Leader
Role Created/Reviewed Date:	Reviewed February 2020
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Disability Services Employment Screening
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) <input type="checkbox"/> Category C (minimal consumer contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Aboriginal Mental Health Cultural Worker supports staff in the delivery of comprehensive and integrated range of evidenced based, recovery oriented services across the multi-disciplinary Flinders and Upper North Local Health Network Mental Health (LHN MH) appropriate to the needs of the consumer and the local community. The Aboriginal Mental Health Cultural Worker supports the delivery of culturally relevant integrated, accessible and equitable mental health (MH) care for Aboriginal and Torres Strait Islander (ATSI) consumers across community, acute and rehabilitation service settings.

The Aboriginal Mental Health Cultural Worker is an active member of mental health team supporting the development and maintenance of strong working relationships with a variety of individuals, groups and organisations, both internally and externally including local Regional Health Services, and other local ATSI individuals, groups and/or organisations.

Key Relationships/ Interactions:

Internal

- > Reports operationally to the Select Position through to the Select Position.
- > Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MH service, and LHNs.
- > Mentoring will be provided in accordance with the Supervision Framework for MH services within the LHN.

External

- > Liaises with MH consumers, carers, and members of the public, community organisations, and members of Aboriginal communities, external service providers, contractors, and stakeholders across other government and non-government departments.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a professional manner to support the maintenance of a positive image for the LHN, influences the development and fostering of effective internal and external partnerships and relationships, and ensures best quality and continual improvement of consumer care;
- > Facilitating smooth transitions of consumers between country and metropolitan services that supports the recovery journey;
- > Utilising modern and effective communication methods to actively engage and participate with members across LHNs and SA Health; and
- > Working in and/or with people from rural, remote and / or very remote country locations.

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 and 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;
- > SA Mental Health Act 2009;
- > 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;
- > Freedom of Information Act;
- > Australian Standards for Medical Records;
- > National Mental Health Standard 5 - Privacy and Confidentiality;
- > Complying with all legislation, Government policies and procedures and in relation to people affected by mental disorders and/or mental health problems, the *Australian Health Ministers' Mental Health Statement on Rights and Responsibilities* mental health, equal opportunity, anti-discrimination and disability services legislation;
- > Smoke Free Workplace;
- > To value and respect the needs and contributions of SA Health Aboriginal staff and consumers, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery; and
- > 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 consumer 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:

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

Special Conditions:

- > In accordance with Sections 52(1) and 103 of the Equal Opportunity Act 1984 only applicants of Aboriginal or Torres Strait Islander descent may apply.
- > A current driver's license is essential, as is a willingness to drive on country roads and travel in light aircraft as required. Intra state travel will be required; interstate travel may be required.
- > Flexibility and some out of hours work may be required.
- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- > 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 through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > National Police Certificates and Disability Services Employment Screening must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing

immunisation requirements that must be met.

- > Select LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, Select LHN MH promotes the principles of PERMA+, as described by Dr. Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the learning experience of other staff, health workers and students by:	<ul style="list-style-type: none"> > Assisting clinical staff to understand Aboriginal and Torres Strait health issues and the special needs of ATSI people, both collectively and individually. > Participating in case conferences, multi-disciplinary clinical team and other meetings as appropriate. > Assisting MH service to develop cultural knowledge, community and service networks.
Promote, support and advocate for culturally appropriate services for ATSI people	<ul style="list-style-type: none"> > In conjunction with clinical staff, contribute to the care planning for the provision of culturally appropriate care. > Liaise with all relevant stakeholders to facilitate effective transfer arrangements to and from communities. > Support the maintenance of community resource directories relating to ATSI services and organisations. > Effectively communicate with consumers, carers and significant others through initial assessments, procedures and planning processes. > Contribute to the effective provision of consultation, support, referral and follow-up processes for consumers, carers and significant others. > Provide support to ensure the identification of an appropriate interpreter where there may be a language barrier. > Adhere and contribute to best practice, policies and procedures, as identified and endorsed by the LHN's MH service. > Provide support and liaise with a variety of stakeholders to ensure best quality, integrated services are consistently delivered.
Contribute to the promotion of Mental Health and the Social Emotional Wellbeing of Aboriginal people and communities by:	<ul style="list-style-type: none"> > Encouraging the involvement of family, carers and significant others, where appropriate to identify achievable goals and realistic strategies to achieve them. > Encouraging and promoting principles of self-determination to consumers, families, significant others and communities regarding good health and to use existing community services. > Identifying, promoting and assisting consumers to navigate pathways to existing services and supports in community and have up to date information. > Ensuring that consumer privacy, security of consumers' records and confidentiality of consumer related information is consistently maintained. > Facilitating the linking of consumers with other appropriate mental health services, non-government support workers and Aboriginal Health Workers, as required. > Effectively and consistently applying a consumer centred approach to achieve best quality service delivery outcomes.

Contribute to the efficient and effective management of programs and services by:	<ul style="list-style-type: none"> > Maintaining accurate consumer records, both electronically and in hard copy. > Contributing to the efficiency, effectiveness and responsiveness of health promotion, programs and services. > Contributing to the development and implementation of local worksite instructions that reflect the philosophy of the Service. > Participating in community consultation, and make culturally specific recommendations to include the planning and development of services, as appropriate. > Participating in working groups and forums, as appropriate.
Provide effective, flexible and responsive contribution to a multi-disciplinary team which support the achievement of key goals and objectives by:	<ul style="list-style-type: none"> > Contributing to the delivery of an effective culture of engagement and information sharing within the team. > Contributing to the enhancement of well-being across the team by building strong networks of relationships at all levels within the organisation. > Contributing to the identification and achievement of tangible goals for the team.
Contribute toward the provision of a safe and healthy work environment for self and others by:	<ul style="list-style-type: none"> > Reporting all accidents, incidents and near misses. > Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others. > Carrying out responsibilities as detailed in Occupational Health, Safety and Welfare management policies and procedures. This is covered in General Requirements. > Contributing to the identification, implementation and review of opportunities for improvements to team communications, capabilities, processes, practices and outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills:

- > Ability to effectively engage and communicate with internal and external staff as part of a multi-disciplinary team and service approach.
- > Ability to establish and maintain effective relationships with key Aboriginal Health and community stakeholders.
- > Proven well developed communication and interpersonal skills including an ability to liaise effectively and/or work in partnership with internal and external stakeholders, conduct effective conflict resolution, and produce and maintain effective case notes, documents and records.
- > Proven ability to working effectively, and to use a high level of initiative while working independently, or as part of a multidisciplinary team, including applying flexibility, adaptability and the capacity to manage changing working environments.
- > Demonstrated ability to work effectively in a responsible and reliable manner, and with initiative, motivation, discretion and integrity, and a capacity to maintain professional and ethical practices.
- > Ability to organise workloads, set priorities and meet deadlines, and effectively utilise available resources.
- > An empathy/understanding of people experiencing an episode of mental illness.
- > Commitment to meeting the needs of consumers in the mental health service.
- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

Experience

- > Experience in working with, and providing advocacy and support services to ATSI people and communities.
- > Experience working within a community engagement or development capacity.
- > Experience in reporting to and liaising with multiple stakeholders across the spectrum of community services or health.
- > Experience in working with people who have health and/or mental health related issues.
- > Experience in working within a community services team environment and successful participation in such a setting.
- > Experience in Microsoft Office software packages including word processing, desktop publishing, Excel and Outlook.
- > Experience working with Aboriginal consumers.

Knowledge

- > Knowledge of traditional and non-traditional ATSI cultures.
- > Knowledge of historical and contemporary issues impacting on the functioning of ATSI individuals, families and communities.
- > Knowledge of Occupational Health Safety and Welfare requirements, and an understanding of the principles of confidentiality and their application in the workplace, particularly in relation to work conducted within a mental health service.

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of social justice principles.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Completion of and/or willingness to undertake further education as appropriate to the role and function of Aboriginal Cultural Mental Health Worker.
- > Qualifications in Certificate IV Mental Health Non-clinical.
- > Completion of Aboriginal Mental Health First Aid training.
- > Qualifications in National Workplace Assessment and Training.

Personal Abilities/Aptitudes/Skills

- > Nil.

Experience

- > Experience in counselling, group work, health education and promotion of community development projects.

Knowledge

- > Philosophy of rehabilitation and recovery as it pertains to psychosocial recovery and rehabilitation in working with high and complex need consumers.
- > Knowledge of Mental Health principles and recovery oriented frameworks.
- > Knowledge of SA Health and/or regional Local Health Networks.
- > Knowledge of a range of strategies to maintain good mental health.
- > Knowledge of the SA Mental Health Act 2009.
- > Knowledge of the rights and responsibilities of mental health consumers.
- > Knowledge of a wide range of local community services and how to access them.
- > Knowledge of National and State health policies, goals and strategic directions relevant to ATSI people, self-management strategies relating to mental health, and Recovery principles that underline the philosophy of working with people with mental illness.

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 Local Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Riverland Mallee Coorong Local Health Network, Limestone Coast Local Health Network, Yorke and Northern 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 general practitioners and other providers.

Health Network/ Division/ Department:

Six regional LHNs oversee the rural public health system in South Australia. These LHNs provide community, rehabilitation and acute services to approximately a third of SA's population. The Vision of the regional LHNs is to transform health care and actively deliver health benefits so that rural and remote South Australians live healthy lives. Within this broader context, the mission of the regional LHNs is to:

- > Support rural and remote South Australians to be healthy;
- > Commit to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their cares and families; and
- > Commit to enhancing the satisfaction, and promoting the talent, of its workforce.

Select LHN MH's mission is *"To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves"*. Within this context, there are 5 key goals that support the achievement of the Directorate's vision of *"Transforming health care and actively delivering health benefit."* These are to achieve:

- > Effective, appropriate and sustainable mental health services;
- > Access to empowering and appropriate mental health services;
- > An appropriate, skilled and well supported mental health workforce;
- > Collaborative and research based mental health service planning and policy development; and
- > Strong leadership through governance, transparency and accountability.

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; and
- > 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; and
- > 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: