



ROLE DESCRIPTION

Role Title:	Aboriginal Cultural Child and Family Support Consultant
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Child and Family Health Service
Department/Section / Unit/ Ward:	
Role reports to:	Regional Team Manager, Operational Aboriginal Clinical Lead, Professional
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)
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:

Within this document, we use the term 'Aboriginal' to refer to people who identify as Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander. We do this because the people indigenous to South Australia are Aboriginal and we respect that many Aboriginal people prefer the term 'Aboriginal'. We also acknowledge and respect that many Aboriginal South Australians prefer to be known by their specific language group(s).

- > The Aboriginal Cultural Child and Family Support Consultant works within a team setting to provide responsive and flexible child focused and family centred, home and community based support services to Aboriginal families with children up to five years of age.

The Aboriginal Cultural Child and Family Support Consultant contributes to improving the health, development and well-being outcomes for Aboriginal children and families by providing culturally appropriate parenting support, and supporting families to engage with health services within both CaFHS and the broader community, and through the provision of Aboriginal cultural consultancy and advice to team members

Key Relationships/ Interactions:

Internal

- > Reports operationally to Regional Team Manager, professionally to Aboriginal Clinical Lead.
- > Works collaboratively with team members and contributes as a team member to the achievements of goals of the service.
- > Works collaboratively with CaFHS nursing and allied health to provide a comprehensive service to Aboriginal families.

External

- > Works in partnership with other government and non-government providers supporting Aboriginal families.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in partnership as part of an inter-professional team.
- > Working as part of a broader service system with other family support services across the region.

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 30(1), 52(1) and 103 of the Equal Opportunity Act 1984 pursuant to an order of the Equal Opportunity Tribunal, therefore only Aboriginal or Torres Strait Islander people with expertise, cultural knowledge and life experience are to be appointed 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
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the date of issue (or are required to be compliant with transitional arrangement for South Australia).
- > 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.
- > Must possess a current SA driver's licence and be willing to drive.

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.

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.***

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Provide a direct service supporting Aboriginal families</p>	<ul style="list-style-type: none"> > In collaboration with inter-professional team members, takes a lead engaging with Aboriginal families and provides appropriate support to Aboriginal infants, children and their families. > Maintains regular contact with allocated Aboriginal families. > Provides a range of 1:1 support including home visiting provided to Aboriginal families. > Establishes goals in partnership with Aboriginal families, as part of an inter-professional team. > Provides practical assistance to families as appropriate, to increase their independence/autonomy. > Supports Aboriginal families to develop social networks. > Supports Aboriginal parents/caregivers to develop positive and safe relationships with their infants and children. > Provides information on healthy lifestyles, child development and well-being/problem solving strategies. > Maintains client records and other relevant documentation according to standards. > Supports individual Aboriginal families with health surveillance and health promotion activities as required in line with agreed care plans. > Provides information and advice during case conferencing and care planning for Aboriginal children and their families to ensure relevant social and/or cultural issues are taken into considerations. > Supports and assists the care team to work with individual Aboriginal families as required. > Ensures cultural input into assessment and care planning with Aboriginal families and collaboration with the inter-professional team. > Undertakes relevant screening tools in partnership with Aboriginal families as required, e.g. Ages and Stages Questionnaire (ASQ)-TRAK.
<p>Contribute to providing increased access to health and community services for vulnerable Aboriginal families</p>	<ul style="list-style-type: none"> > Ensures Aboriginal families are aware of the full range of services offered by CaFHS and community services, how they can be accessed, and offers support to access services if required. > Ensures Aboriginal families are fully aware of and understand their rights to receive culturally appropriate services. > Assists staff to locate Aboriginal families and arrange home visits as necessary. > Provides cultural consultancy, advises and mentors other team members on appropriate cultural protocols, including language and communication strategies, and provides them relevant information to ensure they are sensitive to the needs and circumstances of individual Aboriginal families. > Supports Aboriginal families to access appropriate community support groups/networks. > Provides liaison, advocacy and coordination with services on behalf of Aboriginal families to ensure the vulnerable family's needs are met. > Promotes the benefits and availability of child health services for Aboriginal families
<p>Support community group programs and activities within the region</p>	<ul style="list-style-type: none"> > Co-facilitates groups with other team members and agencies as required. > Contributes to developing, implementing and evaluating group programs as required. > Participates in team development of joint programs associated with Department for Education Children's Centres and other services as

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	<p>agreed by the manager.</p> <ul style="list-style-type: none">> Supports the development and/or re-establishment of family and community supports and networks, including through group programs.> Encourages Aboriginal families to contribute their ideas about health and wellbeing programs.> Works in partnership with other agencies to implement programs and initiate services.
Encourage and foster a positive culture and safe working environment	<ul style="list-style-type: none">> Contributes to the team environment which promotes positivity, learning and development, safety and welfare of employees, acknowledges cultural and personal differences and encourages creativity and innovation.> Demonstrates a positive approach and commitment to child and family health services.> Ensures a positive work environment is maintained by dealing with conflict and inappropriate behaviors quickly and effectively.> Engages in supervision with Aboriginal Clinical Lead.> Accesses cultural support from Aboriginal Clinical Lead.
Actively participate in quality management, quality assurance and risk management activities and ongoing improvement of programs	<ul style="list-style-type: none">> Participates in the review of practices, guidelines and protocols.> Actively participates in quality/continuous improvement projects.> Identifies and reports risks within the area of responsibility.> Engages in ongoing learning and development activities.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to engage in a culturally sensitive manner with Aboriginal communities.
- > Proven ability to relate to and be accepted by Aboriginal families of diverse backgrounds and adopt a non-judgemental approach.
- > Ability to recognise own limitations and seek appropriate support.
- > Demonstrated skill and ability to intervene in crisis situations and assist families to develop problem solving skills.
- > Proven ability to communicate well with, and gain the confidence and cooperation of, Aboriginal and non-Aboriginal persons whilst maintaining a high degree of confidentiality.
- > Ability to demonstrate and promote appropriate parenting and relationship skills.
- > Ability to demonstrate deep listening and effective communications skills both verbally and in writing.
- > Proven ability to work autonomously but also in a team environment.
- > Ability to link with agencies and make appropriate referrals.
- > Effective time management skills.

Experience

- > Experience in successfully working with Aboriginal families (infants, children, and parents, including fathers) with complex issues.
- > Experience in the implementation of health promotion strategies including health education, community development and group work.
- > Effectively advocating on behalf of Aboriginal families and community.
- > Proven experience of developing connections with Aboriginal communities and identifying and addressing their needs in relation to the use of health services.

Knowledge

- > Knowledge of Aboriginal cultures including Aboriginal history, kinship systems and family structures, spirituality/religion, values and beliefs, behavioural expectations and family and community obligations and how this may create access barriers.
- > Knowledge of local Aboriginal communities, service providers, community networks and supports (government and non-government) that can provide assistance to families.
- > Knowledge of child development, family dynamics and social issues affecting the development of children.
- > Knowledge of resources and government and non-government agencies within the region.
- > Knowledge of the impact on the social determinants of health.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent.

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience

- > Experience in managing a caseload.
- > Experience working with health professionals and community agencies.
- > Experience in developing care plans to address the identified needs of families.

Knowledge

- > Infant Mental Health
- > Impact of intergenerational trauma

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.

Division/Branch

The Child and Family Health Service (CaFHS) is a Division of the Women's and Children's Health Network. CaFHS is a critical part of South Australia's child development system with a mandate to improve health, development and wellbeing outcomes for children from birth to five years of age, and to respond to the 20,000 births each year which includes an estimated 900 births to Aboriginal families

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:

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.

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

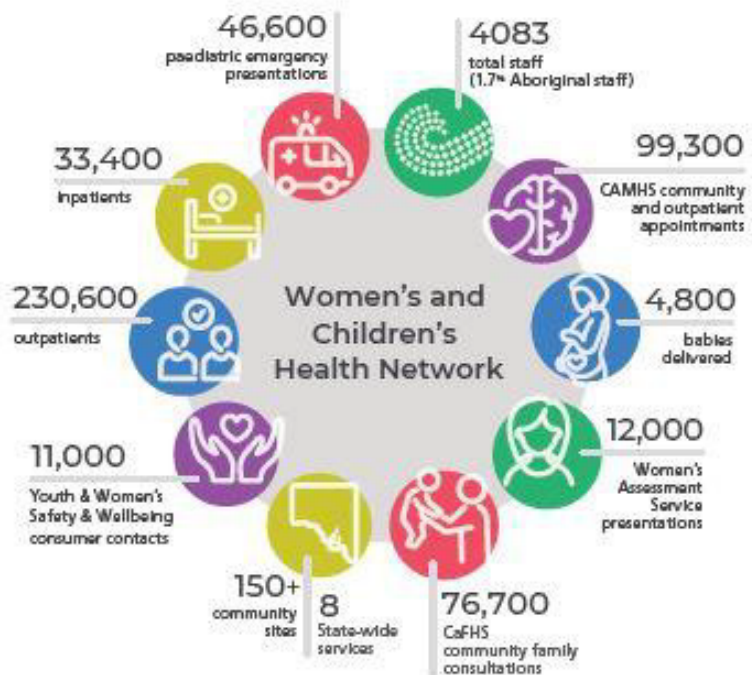
Our Story starts with our consumers and communities who are at the centre of everything that we do.

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