

# Position Description

<b>Title</b>	Aboriginal Wellbeing Support Worker
<b>Business unit</b>	Mental Health and Wellbeing Service
<b>Location</b>	25-27 Rintoul Street Morwell VIC 3840
<b>Employment type</b>	Full time   Maximum term to 30 June 2026
<b>Reports to</b>	Manager - Children Youth & Families

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice  
**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The Mental Health and Wellbeing Service (MH&WS) is an innovative solution to deliver on the compelling vision outlined through the recommendations of the Royal Commission into Victoria's Mental Health System (RCVMHS). Neami is the key provider of this service, and the service will be delivered in partnership with Uniting and Drummond Street Services (Drummond St).

The Mental Health & Wellbeing Service will provide a 'no wrong door' approach and support members of the community to be connected to the right support. The service is designed to provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Recovery Model (CRM). The Mental Health & Wellbeing Service will have a strong focus on lived experience and will support a high engagement, multi-disciplinary team model.

It is acknowledged that the mental health and social and emotional wellbeing of Aboriginal Victorians today is the result of past government policies and colonisation, and the fact that Aboriginal people are more likely than other Victorians to experience on-going trauma including homelessness, substance misuse, family breakdown, cultural dislocation, racism and discrimination, social disadvantage, and family violence.

The Mental health and Wellbeing Service team operates in a culturally sensitive manner. In the early stages, the focus is on resolving immediate needs relating to the stabilisation of social and emotional

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wellbeing, substance use, legal issues and finances. Over time, as these matters are resolved, the approach will shift to a greater focus on healing, recovery and social inclusion.

The MH&WLS operates Monday to Saturday, and on Sundays by appointment.

Hours of work for this position will be in accordance with a 7 day per week operating roster which may include weekends and public holidays depending on service operational requirements.

Currently, the MH&WL Service operates Monday to Saturday, and public holidays as follows:

Monday – Friday: 9am – 8pm

Saturday: 12pm – 8pm

and on Sundays by appointment. These operating hours are subject to change based on service need.

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## 2. Scope

**Budget:** nil

**People:** nil

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## 3. Relationships

### Internal

- Program Staff
- Uniting Employees
- Uniting Volunteers

### External

- Mental Health and Wellbeing Service staff from Neami and Drummond Street Services
- Clients, carers, family and other supports

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## 4. Key responsibility areas

### Service delivery

This role will provide recovery-oriented, evidence-based support interventions to Aboriginal clients by:

- Engaging with clients to develop trusting and professional relationships that support clients to reach their recovery goals
- Seeking to learn about the clients' interests, their connections with family and friends and working together to build their capacity to be part of their community
- Involving carers, family and friends as identified by the client in the individual service plan for the consumer
- Working closely with clinical case managers in order to deliver the best possible comprehensive service to clients, in particular relevant Victorian Aboriginal Health Service (VAHS) staff
- Providing direct practical support to clients so that they gain/maintain independent living skills, including assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, and utilising public transport
- Assisting clients to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills

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- Engaging clients, using a strengths-based approach to complete a mental health status measurement and a needs assessment; using the Collaborative Recovery Model (CRM) protocols to work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals
- Together with the client regularly monitor their progress towards their identified goals
- Plan, facilitate and evaluate group rehabilitation programs
- Work within a holistic framework taking into account the needs of client, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes
- Comply with all WH&S procedures to ensure safe work practices especially in the area of safety in outreach and group activities

#### Collaboration and partnerships

- Work effectively and authentically as part of a team in assisting clients to engage with the practices associated with the Collaborative Recovery Model
- Develop and maintain effective relationships with the team and external stakeholders to ensure clients receive the highest quality, coordinated service
- In consultation with program management and leadership, develop and maintain effective community partnerships which contribute to group program planning and service delivery
- Develop and maintain effective partnerships with key stakeholders of the program to support a co-designed model and recovery focused service
- Ensure regular and effective communication with the Team Leader, team members and referral partners
- Use innovation and collaboration to generate referrals and build a case load as required by the program

#### Quality and risk

- Actively participate in regular supervision processes, staff meetings, program planning, professional development sessions and staff training as required, and Individual Performance and Development Review
- Contribute to a workplace environment and culture that supports peers, develops teamwork and ensures the provision of quality services for clients; participating in regular evaluation of the effectiveness of the service in consultation with clients
- Collect, collate and maintain client notes within the Client Management System and other required systems in an accurate and timely manner
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date
- Commit to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations, and strategy
- Commit to support activities related to planning, collection, analysis, reporting and use of consumer data
- Complete all organisational accountability and reporting requirements in an accurate and timely manner
- Contribute to Continuous Improvement activities, accreditation processes and quality improvement processes
- Contribute to further development of best practice by informing policies and project submissions effectively drawing upon personal experience of mental illness and recovery
- Ensure metrics are captured and monitored in order to provide accurate and timely reports

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance indicators

- To be agreed with line manager

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## 6. Person specification

### Qualifications

- Relevant Mental Health and/or Welfare qualification preferred

### Experience

- A demonstrated understanding and knowledge of contemporary Aboriginal culture including the key issues affecting Aboriginal people and their families living in the community and who may be homeless/at risk of homelessness
- Knowledge and experience of the broader health and mental health issues impacting the Aboriginal and Torres Strait Islander community
- Ability to communicate and engage in a culturally responsive manner with Aboriginal people and all relevant agencies
- Experience of the public or private mental health system
- Well-developed interpersonal communications, advocacy, negotiation and conflict management skills
- Proven ability to work collaboratively within an interdisciplinary team and contribute to a positive team culture
- Demonstrated high level of energy, enthusiasm, reliability, resilience and flexibility
- Demonstrated experience in working at a direct care level, including the ability to prioritise different needs within the group

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Lived experience:** ability and willingness to share own experiences of recovery with others for the benefit of advancing their recovery

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- **Diversity awareness:** ability to demonstrate sensitivity and respect for diversity and differences in clients
  - **Open to change:** ability to maintain a positive approach to change and adapt to new or different ways of working
  - **Self-awareness:** capacity to overcome obstacles and impediments, to learn from experience and identify areas for self-development
  - **Teamwork:** ability to work effectively within a team environment
  - **Communication:** ability to communicate effectively with other professionals, families and the community
  - **Problem Solving:** capacity to assist with resolution of client and colleagues' problem
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#### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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