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SA Health Job Pack

Job Title	Aboriginal Family Resource Worker
Eligibility	Open to Everyone
Job Number	868446
Applications Closing Date	2/10/2024
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Gawler Health Service - Aboriginal Health
Location	Gawler
Classification	ASO4
Job Status	Permanent Full-time position available
Salary	\$76,561 - \$80,256 p.a.

Contact Details

Full name	Tina Copp
Phone number	85212080
Email address	tina.copp@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 Human Services (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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 A (direct 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 A (direct 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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

Role Title	Aboriginal Family Resource Worker
Classification Code	Administrative Services Officer Level (ASO4)
Position Number	P21479
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital/Service/Cluster/RSS	Gawler Health Service
Department/Section/Unit/Ward	Aboriginal Health
Role reports to	Team Leader Aboriginal Health
Role Reviewed Date	May 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category A (Direct Contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role
<ul style="list-style-type: none"> > The Aboriginal Family Resource Worker is responsible, as a member of the multi-disciplinary community services team for the provision of support, advocacy and services to the Aboriginal and Torres Strait Islander families. The position is responsible for developing programs that are responsive to family and community needs based upon needs analysis. This will contribute to enhancing the holistic development and wellness of Aboriginal and Torres Strait Islander people living in the area serviced by the Aboriginal Health Team.

Key Relationships/ Interactions
<p><u>Internal</u></p> <ul style="list-style-type: none"> > Working in partnership with internal services ie Bensons Radiology, IMVS, Dental Service, Physio. > Also within our service there are other teams we also work with they include the CHAD team Mental Health team Community Nursing team. <p><u>External</u></p> <ul style="list-style-type: none"> > Working in partnership with other Service Providers ie NGOs Non-Government Organisations. > PHN Primary Health Networks > GP Practices > Partnerships with Local Chemist.

Challenges associated with Role
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Understand what needs to be done when working with Aboriginal Health Workers as well as Aboriginal Community when it comes to their health outcomes. > Working with Aboriginal Community as an Aboriginal Health Worker can have its challenges as well as far as Confidentiality is concerned. > Engaging with Community is also a challenge with all the different groups we have across our Region.

Delegations
<ul style="list-style-type: none"> > Nil

Resilience
SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements

*NB References to legislation, policies and procedures includes any superseding versions

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 Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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.
- > 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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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.

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

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

Special Conditions

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 (WWCC) 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 (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates 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.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to improving the holistic development and wellness of Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> > Providing Culturally Appropriate Support and Advocacy to families and individuals as necessary. > Developing networks and collaborative approaches to service delivery. > Develop, implement, and evaluate targeted programs. > Work with other service providers to develop culturally appropriate programs. > Specifically target issues of early intervention for families with small children. > Developing and maintaining programs that support the Aboriginal & Torres Strait Islander client and family both physically and emotionally, in community-based programs or whilst in hospital. > Facilitating the provision of services and activities, which assist Aboriginal & Torres Strait Islander Community members to achieve or maintain wellbeing. > Planning, developing, and facilitating, and Cultural Awareness Workshops. > Providing Community Outreach Services.
Contribute to culturally appropriate service delivery for Aboriginal and Torres Strait Islander clients though	<ul style="list-style-type: none"> > Establishing the nature of service required with the family. > Liaising between services where necessary. > Advocating for Culturally Appropriate Service Delivery. > Developing better integrated, more efficient and Culturally > Appropriate prevention and Early Intervention Responses. > Ensuring the evaluation of the effectiveness of the program, in collaboration with other key stakeholders, to achieve the outcomes of the program.
Contribute to the development, implementation and evaluation of policies and procedures through	<ul style="list-style-type: none"> > Designing and formulating policies to facilitate effective programs responsive to aboriginal family needs. > Developing and implementing procedures which allow for evaluation of the standards of service provided. > Collecting and collating data and other documentation to ensure objectives of program have been achieved. > Evaluating the program and revising the relevant policies and procedures as necessary.
Contribute to the efficient and effective management and development of BHFLHN Community Services	<ul style="list-style-type: none"> > Providing Training Support for Statistical Collection > Maintaining appropriate statistics and records in accordance with programs and BHFLHN requirements. > Collecting quantitative and qualitative data. > Preparing funding submissions in collaboration with key Staff. > Reporting and advising on resource issues relevant to Aboriginal & Torres Strait Islander Family Health Programs. > Supporting, implementing, and participating in Appropriate Programs in partnership with Country Health Connect Services staff and volunteers. > Planning, provision, and evaluation of Appropriate Programs to support the Community.
Contribute to the achievement of BHFLHN organisational goals and objectives	<ul style="list-style-type: none"> > Participating in organisational planning processes and review. > Developing strategies which include both a > Departmental and organisational perspective. > Ensuring opportunities are available for clients/families and > community members to participate in Strategic planning processes. > Ensures BHFLHN vision is articulated, and compliance reached through awareness and training.
Contribute to an effective continuous quality improvement cycle	<ul style="list-style-type: none"> > Assisting in the development of divisional quality Improvement > plans, activities, and programs. > Assisting in the development of Key Performance Indicators > For the Community Services Division.

	<ul style="list-style-type: none"> > Researching and developing best practice approaches to > Aboriginal Family Health Program's Including benchmarking with other organisations. > Participation in accreditation processes. > Participation in Staff Appraisal Process.
Contribute to the effective Management of the health Service by ensuring Personal responsibility	<ul style="list-style-type: none"> > Promoting safe and healthy work practices. > Identification of risk management issues. > Promotion of environmental practices. > Implementing standard precautions. > Implementation and promotion of safe practice and environment, equal opportunity and workplace harassment policies and procedures.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Certificate IV Aboriginal & Torres Strait Islander Primary Health Care (Practice) or equivalent

Personal Abilities/Aptitudes/Skills

- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this area.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
- > Be known, respected and connected within Aboriginal communities and demonstrate an ability to work in a culturally sensitive and accountable manner, with Aboriginal and Torres Strait Islander individuals, families and communities and non-Aboriginal individuals, whilst maintaining a high degree of confidentiality.
- > Use initiative and work in an effective manner, setting priorities under limited direction, either as a member of a team or as a project leader and identify, analyse and resolve complex problems and conflict.
- > Conduct research, including accurately documenting work undertaken, and delivering clear and effective written reports.
- > Confidently lead, influence and promote the interests of Aboriginal and Torres Strait Islander clients within an acute health service delivery setting.
- > Have an understanding of what the Aboriginal Community health needs are and having that ability to engage with Aboriginal Community in gaining their trust for us to create better health outcomes for Community

Experience

- > Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Experience working with Aboriginal consumers.
- > Proven experience in a multi-disciplinary health or related service.
- > Proven experience in developing and reviewing policies and procedures.
- > Experience in developing and evaluating programs.

Knowledge

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- > Well developed knowledge and understanding of principles and practices of cultural safety and cultural security.
- > Well developed and understanding of clinical health care service approaches and health needs of Aboriginal and Torres Strait Islander community.
- > Educate around Chronic Illnesses to Community so that the Community know how they can be empowered to self-manage their own illnesses.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Year 12 Secondary (SACE)

Personal Abilities/Aptitudes/Skills

- >

Experience

>

Knowledge

> Knowledge of the South Australian Public Health System.

>

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > 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.

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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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:

Date:

Signature:

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:

Date:

Signature: