

Position description

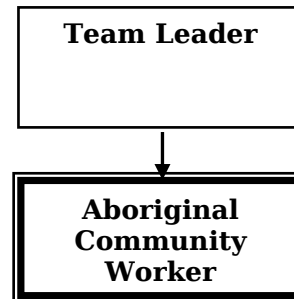
Aboriginal Community Worker – Indigenous Community Hub (ICH)

Job Title:	Aboriginal Community Worker
Work Location:	Gosford, Central Coast
Responsible to:	Team Leader
Responsible For:	Supporting the delivery of services to clients and their families for allocated program(s) and supporting clients in achieving the identified program outcomes.
Vision:	A society in which communities work together in collaborative, inclusive ways to create opportunity and improve quality of life
Values:	Respect Integrity Passion
Status:	Part time
Industrial Instrument:	New Horizons Enterprises Workplace Agreement 2002
Classification:	Social and Community Services Employee Level 4
Position Purpose:	To support service delivery and the outcomes of program with clients. To assist in closing the gap in access to services between aboriginal and non-aboriginal people. To promote a person-centered approach to service delivery, enabling clients to maximize their independence and connection with the community.
Key Challenges	Persevere with the support of clients over an extended period. Promote client's decision making and choice, respecting their personal beliefs and values. Working remotely in an outreach workforce.
Key Result Areas	<input type="checkbox"/> Client Support <input type="checkbox"/> Program Support <input type="checkbox"/> Administration

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ORGANISATION CHART (What are the key reporting relationships for the role?)



WORKING RELATIONSHIPS (What are the key points of communication for the role?)

Internal

- This position reports directly to the Team Leader.
- This position is required to work positively with all New Horizons staff.
- This position may also interact with Senior Managers.

External

- This position interacts regularly with Local Area Health teams.
- This position also communicates and interacts regularly with other service providers, Government agencies, consultants, health professionals, family members/guardians and community members.

WORK ENVIRONMENT

- The position is required to have the ability to recognise workplace hazards in accordance with WHS policies and WorkCover guidelines and deal with them accordingly to mitigate risk.
- This position is required to have the ability to recognise culturally respectful practices when working with Aboriginal people and communities.
- The position is based in the Gosford office, however is required to travel daily within the local and regional community.
- The role holder is required to support clients in workplaces or within the community, as such the role holder is required to wear closed in shoes.
- The role holder is required to work independently with clients within the community.

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ORGANISATIONAL CULTURE REQUIREMENTS

Core Area of Responsibility	Alignment with Organisational Culture
Key Tasks	
<ul style="list-style-type: none">• Actively support New Horizons Vision and Purpose;• Positively and constructively represent New Horizons to external contacts at all opportunities;• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behavior at all times;• Operate in line with New Horizons policies, procedures and practices;• Ensure behaviour is in alignment with New Horizons values and staff code of conduct;• Help ensure the health, safety and welfare of self and others working in the business;• Follow reasonable directions given by New Horizons.	

JOB REQUIREMENTS (What are the key activities for the role?)

Key Responsibility Area 1	Client Support
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none">• Act as the first point of escalation for clients and Community Workers, ensuring effective and efficient service delivery.• Maintain staff and client confidentiality at all times.	<ul style="list-style-type: none">• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.• Practical support is provided for all clients ensuring consideration for their general wellbeing and privacy.• Response to issues is in line with identified standards and ensures the ongoing safety and well being of staff, clients and other providers.• New Horizons policies and procedures re: clients confidentiality are followed at all times;

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	<ul style="list-style-type: none"> There are no reported or observed breaches of these policies.
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Key Responsibility Area 2	Program Support
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> Provide the delivery of services to clients within an allocated location. Monitor and evaluate client outcomes to assess client progress and satisfaction, achievement of New Horizons objectives, and program deliverables. 	<ul style="list-style-type: none"> Initial assessments are conducted resulting in a successful establishment of clients within the service; Client intake documentation is completed to the identified standards; Communication is consistent and professional with referring agencies; Attendance at required meetings supports effective and efficient service delivery; Ensure service delivery meets with client requirements when supporting clients; Active participation with teams, including team meetings, forums and training/planning days; Client feedback is sought regularly and acted upon; Organisational initiatives are implemented as required; Accurate reports are developed and delivered to identified standards and timeframes; Communication is professional at all times;

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<ul style="list-style-type: none"> • Develop strong working relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in program outcomes. • Promote and implement all continuous quality improvement actions within the service to ensure compliance with funders requirements, Disability Service Standards and Mental Health Service Standards. 	<ul style="list-style-type: none"> • Relationships support active participation in interagency activities; • New Horizons is seen as an industry leader by key external stakeholders; • A culture of continual improvement is developed and observed throughout the service; • Tasks and actions are completed within identified time frames; • Actions align with organisational requirements, service standards and funders requirements.
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Key Result Area 3	Administration
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> • Ensure the clear and concise documentation of records and submit reports as required. • Complete a range of required administration tasks including reports and audit activities • Adhere to all internal and external policies and procedures including contractual obligations, WH&S, Privacy and EEO 	<ul style="list-style-type: none"> • Client files, including case notes, are maintained to the required standard; • All client information is accurate and up to date on a daily basis; • All information is recorded within designated timeframes; • Timesheets are completed accurately on a daily basis; • All required administration tasks are completed accurately and in a timely manner, to identified standards;

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| | <ul style="list-style-type: none">• All internal and external policies and procedures are adhered to. |
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RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

Mandatory Requirements

- This role is required to work with vulnerable people in the community, as such the role holder must provide an Australian Federal Police Check and Working with Children Check whose results are acceptable to New Horizons prior to commencing any unsupervised shifts.

Experience and Skills

- Demonstrated experience in working with people with a mental illness
- Sound knowledge of and experience in coordinating with local services
- Capacity to relate to people from differing cultural backgrounds
- Understanding of work health and safety practices

Qualifications

- Relevant experience in the human services industry, preferred
- Tertiary qualifications, such as Certificate IV in Mental Health
- First Aid certificate
- Current drivers license

ACKNOWLEDGEMENT

I have read, understood and accept the responsibilities of my role as outlined in this job description.

Name:	
Signature:	

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Date:	
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