POSITION DESCRIPTION: ABORIGINAL AND/OR TORRES STRAIT ISLANDER COMMUNITY ENGAGEMENT & CASE WORKER

Position Description	This position exists to provide community based engagement, service response coordination, and individual/ systems level advocacy that builds mental health literacy, cultural safety and wellbeing for Aboriginal and/or Torres Strait Islander peoples and communities in the Northern Sydney area. The role will focus on relationship building with complementary organisations and community groups and work directly with clients individually and in a group setting.
Reports to:	Northern Sydney Centre Manager
Direct Reports:	Nil
Position Liaises with:	**Internally**: Manager, Team Leaders, Practice Leader Cultural Governance, Practice Specialists and other Relationships Australia (NSW) staff including Mariyang Malang staff **Externally**: Sydney North PHN, Commonwealth/State Government Departments, and key external stakeholders & service providers
Location:	Macquarie Park (plus outreach)

Strategic Goals	Areas of responsibilities	Key Performance Indicators
Client Focus	1. Provide quality engagement, service support and advocacy to Aboriginal and Torres Strait Islander people and communities in the Sydney North Primary Health Network catchment	1.1 Detailed knowledge of mental health issues affecting Aboriginal and Torres Strait Islander communities, the role of social and emotional wellbeing in addressing mental health issues and the impact of generational and cultural trauma 1.2 Ability to engage with individuals and with community to establish rapport, respect, and trust in a culturally safe context 1.3 Maintain knowledge and currency of referral pathways and agencies 1.4 Liaise proactively, positively and effectively with project partners and relevant stakeholders.
	2. Provide support and case management to Aboriginal and/or Torres Strait Islander people and their community	2.1 Work with Aboriginal and/or Torres Strait Islander people to build mental health literacy and cultural safety in seeking help for mental health issues 2.2 Provide cultural advice, support and cultural immersion opportunities for communities and the service system 2.3 Provide individual case coordination, linkage, facilitation to assist community members to access established and sustainable support options 2.4 Participate in case consultation/cultural supervision 2.5 Advocate for improved outcomes in the mental health of Aboriginal and/or Torres Strait Islander people at both a systems level and individual level 2.6 Knowledge of and compliance with relevant legislation 2.7 Accurate and timely data entry in accordance with data entry guidelines and standard operating procedures.
People	1. Accountability – leads and shares leadership as required, transparent in practices, corrects mistakes when identified	1.1 Demonstrate integrity, respect and professionalism at all times – and demonstrably live the RANSW values and Caber-ra Nanga ENGAGE partnership and collaboration principles 1.2 Maintain the confidentiality of all information pertaining to clients and their families in accordance with the requirements of the

		Children and Young Persons (Care and Protection) Act, Family Law Act, Privacy Act, and RANSWs Code of Conduct
	2. Accepts personal responsibility for overseeing and maintaining safe work practices	2.1 Demonstrate safe work practices including identification and reporting of hazards/workplace incidents as they occur
Sustainability	1. Promote and maintain and raise the profile of the program	1.1 Represent, promote and enhance the reputation of the organisation and project partners to the Aboriginal and/or Torres Strait Islander community, service partners and key stakeholders 1.2 Contribute to development and achievement of annual service plan and project plan, and the RANSW Northern Sydney Centre's annual business plan.
	2. Ensures regulatory compliance	1. Keep program records in compliance with relevant funding agreements and legislation and current RANSW policies and procedures. 2. Record and report on serious matters and client complaints relating to relevant functions within the service and/or centre. 3. Gain and maintain a current Working with Children Check, National Criminal History Checks and any other requirements where appropriate.

KEY COMPETENCIES

- **Inspiring others –** contributes to a climate in which people are inspired to do their best, motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy.

- **Interpersonal and Communication Skills** – respectful of others, ability to promote the service in a range of forums and inspire confidence through the timely resolution of enquiries or work requests; be adaptable in difficult situations, demonstrate a high level of effective verbal and written skills in dealing with people at all levels including the skills to use information technology, Microsoft applications and data bases for communication, data collection and reporting and evaluation.
- **Knowledge** – excellent knowledge of key issues related to Aboriginal and/or Torres Strait Islander people, knowledge of mental health issues affecting Aboriginal and Torres Strait Islander communities, the role of social and emotional wellbeing in addressing mental health issues, and the impact of generational trauma
- **Teamwork –** works collaboratively with project partners and the region/centre team to accomplish organisational goals and reinforce the vision, respects the needs and contributions of others for quality service delivery, appreciates the operational pressures within the region/centre.
- **Self-Motivation** - self-starter with excellent organisational and time management skills, ability to self-motivate and multi-task and work independently, aptitude to think on your feet and produce practical answers, proactive, shows initiative, leads by example, maintains accountability.
- **Collaborative Skills** – an ability to engage consumers, various stake and knowledge holders in the co-design of innovative an culturally safe responses

SELECTION CRITERIA

Essential requirements

1. Aboriginality
2. Formal qualifications in Social Work, Social Welfare, Social Science, Psychology, Humanities or other relevant disciplines or working towards, or and equivalent knowledge and experience working in these areas.
3. Able to demonstrate experience in delivering 'culturally safe' services with and for Aboriginal and Torres Strait Islander people and communities
4. Relevant practice expertise and experience in community engagement, community development, service coordination and individual, service and system level advocacy
5. Understanding of Aboriginal and Torres Strait Islander wellbeing and the type of clinical and cultural responses currently available
6. Experience of representation and providing advocacy in coordinating multi-service, culturally safe access to services
7. Experience working within, or collaborating with, mental health services
8. Knowledge and understanding of community services especially those relating to mental health and family relationships.
9. Knowledge and experience working within the mental health and community services sector, particularly in the Northern Sydney region
10. Ability to collaborate effectively and develop partnerships with key service providers within the community, government and non-government organisations
11. Excellent interpersonal and communication skills – including verbal and written abilities

12. Administrative and organisational skills including proficiency in the use of technology for data entry, record keeping, and communication.

13. Current C NSW Driver's Licence

14. Valid and current Working with Children Check Clearance & police check.

Desirable

15. Previous work experience or knowledge of working in a community based or not-for-profit organisation.