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| **POSITION TITLE** | **Community Support Worker** | | |
| **REPORTS TO (TITLE)** | IAHP Team Leader | **DIRECT REPORTS (TITLE)** | Indigenous Australians Health program |
| **LOCATION** | Gunnedah and Moree | | |
| **CLASSIFICATION** |  | | |

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| **COMPANY DESCRIPTION** |
| **Vision –** Healthy Communities  **Purpose –** Creating better health for our communities |

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| **POSITION DESCRIPTION** |
| The purpose of this role is to provide support to Aboriginal community members and their families, in accessing primary health care services, as well as enabling best practice care to be delivered by GPs and other health professionals.  The position is a non-clinical role in which the successful applicant will work closely with numerous stakeholders, including the Care Coordinators of the ITC team, Aboriginal Health Workers of the IAHP team, community services agencies, Allied health providers and particularly with General Practices in working toward the delivery of a holistic health care approach to Aboriginal community members.  The successful person shall apply their community knowledge, skills and training to achieve the Health Access team goals and outcomes on time and within the approved budget. The position shall add value to all activities and services of HealthWISE. |

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| **KEY RESPONSIBILITIES** |
| Responsibilities include but are not limited to those listed below.   * Promote HealthWISE Health Access programs to the Community * Work closely with the Care Coordinators of the ITC team to provide support to registered clients of the service * Work closely with the Aboriginal Health Workers of the IAHP team to provide support to registered clients of the service * Facilitate access to and follow-up of direct health care activities for Aboriginal people that meets best practice guidelines, and source specialised support and consultation where needed * Advocate for the rights and needs of individuals and their families * Support the GPs in providing early intervention and preventative services where requested * Assist with community access to specialist clinics * Participate in the development and delivery of health promotion and education strategies, ensuring feedback from the community is incorporated into planning as well as the goals of the organisation * Assist to develop partnerships with other health services and Aboriginal community groups to ensure the education and communication of health issues are culturally appropriate, easily accessible and understood by the community * Support access to and participation in all HealthWISE activities and services * Liaise with the IAHP Team Leader and Aboriginal Health Access Manager in the development, implementation and evaluation of community planning * Assist in implementing the HealthWISE plans and priorities, including health promotion activities and events * Effectively collaborate with team members to ensure that all HealthWISE services and activities are operating effectively and efficiently, while maintaining a harmonious team environment * Record accurate notes and information to ensure compliance to all organisational policies, procedures and legislative requirements, where indicated * Provide data and reports to meet organisational and statutory requirements including supporting recommendations * Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups * Complete general word processing and spread sheet requirements and develop presentation materials where necessary * Promote cultural awareness and competence within the primary care workforce and environment * Comply with HealthWISE policy and procedures and Code of Conduct as well as all relevant legislation and regulatory standards   **Other:**   * Display an attitude and behave in a manner that is in keeping with the company’s values (empowerment, equality, client focus, community, passion for excellence, visionary) * Identify and develop opportunities which enhance and add value to the existing processes through the development of continuous improvement opportunities * Make a personal commitment to approach all enquiries in a courteous, friendly, supportive, professional, and timely manner that fosters an all inclusive “no wrong door” customer service culture * Actively contribute to the growth and financial sustainability through identifying new business opportunities, efficiencies, cost savings and innovative solutions * Actively participate in an integrated and holistic approach to service delivery * Other duties as required within your skills and experience |
| **WORK HEALTH AND SAFETY** |
| While at work, a worker must:   1. take reasonable care for his or her own health and safety, and 2. take reasonable care that his or her acts or omissions do not adversely affect the health and 3. safety of other persons, and 4. comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and 5. co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers |

| **ROLE CRITERIA** | |
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| **ESSENTIAL** | **DESIRABLE** |
| * Demonstrated attitude and behaviours that are in keeping with the company’s values (empowerment, equality, client focus, community, passion for excellence, visionary) * Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities * Current unrestricted and unencumbered NSW Driver’s Licence * Willingness to travel and work after hours if required * Identify as being Aboriginal and/or Torres Strait Islander and be an active member within the community * Demonstrated understanding of issues affecting Aboriginal people and their health * Demonstrated ability to:   + communicate sensitively and to effectively engage with Aboriginal people and Communities in a way that fosters mutual respect and regard   + to work independently, as well as work positively and co-operatively within a team environment as well as within tight time schedules and in   accordance with variable workload demands   * + work remotely and autonomously   with accountability   * Demonstrated experience using a computer, in particular Microsoft Word, Excel and Outlook software packages * Excellent oral communication skills as well as high level organisational and problem-solving skills * Demonstrated commitment to the delivery of quality, consistent and   continuous health services to local communities | * Hold a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care, or a willingness to work toward the same * Have experience working with health service agencies, non-government organisations, community groups and medical professionals at all levels |

**Key Performance Indicators**

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| **No.** | **Key Performance Indicators – KPIs (refer to Position Description)** | **Measure** |
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