

# Position Description

<b>Position Title</b>	Aboriginal Health Worker
<b>Division</b>	Primary Health
<b>Classification Grade and Level</b>	Dependent on Qualifications and Experience
<b>Enterprise Agreement / Award</b>	Dependent on Qualifications and Experience
<b>Employment Terms</b>	.8 permanent on-going
<b>Reports To (Interim)</b>	Health Promotion Coordinator
<b>Usual Location</b>	Lennox Street, Richmond

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Department

The Health Promotion program is a dedicated service funded by the Department of Health and Human Services to ensure the effective planning and implementation of health promotion and prevention strategies that enable people to increase control over, and to improve, their health.

It is one of the key ways in which NRCH delivers its mission to work in partnership with culturally and socially diverse communities to promote and improve access, equity, health and well-being. The Health Promotion program is resourced as per funding with a qualified workforce of health promotion coordinator, health promotion officers and an aboriginal health worker who will drive the integration of health promotion across all NRCH services.

The NRCH Integrated Health Promotion (IHP) plan 2017-2021, reflects state and national health priorities and focusses on improving mental health and wellbeing and improving reproductive and sexual health through prevention and early intervention strategies, place-based programs and collaborative actions in working with partners.

## Position Purpose

The position will contribute to the delivery of comprehensive community and primary health care services incorporating the development implementation and evaluation of program resources and

strategies to meet the needs of Aboriginal and Torres Strait Islander (ATSI) clients, including liaison with relevant community groups, health professionals, organisations and agencies.

The key focus areas include but are not limited to:

- Health Promotion and Prevention that is culturally appropriate for ATSI clients, empowering clients to make informed choices
- Improving access to services for ATSI clients
- Care Coordination to ensure services are available at the right place and the right time.
- Development of strong partnerships with key stakeholders and partners

The role will use population health data and identify health promotion and prevention needs of our ATSI client and community ensuring services are delivered in line with NRCHs Model of Practice which outlines a health promoting and harm minimisation approach as a guiding principle.

In this position, you will be required to build sustainable partnerships with local community and partner organisations to improve service deliver an outcomes for ATSI clients.

### Key Performance Indicators

The elimination of disparities in health and wellbeing experienced by Aboriginal and Torres Strait Islander peoples by supporting and leading North Richmond Community Health towards:

1. operating a trusted and sustainable community and primary health care service offering both centre based and outreach models of care with strong community and client support;
2. alignment with strategic health initiatives for Closing the Gap and the National Health Reform Agenda;
3. establishing client service partnerships and coordination arrangements with other providers and with other Aboriginal and Torres Strait Islander Organisations; and implements innovative approaches and good governance to improve and expand service delivery.

### Key Responsibilities/Skills

- Develop and review Aboriginal and Torres Strait Island health promotion plans
- Establish and evaluated health pathways for ATSI clients including care coordination for complex client needs.
- Meeting service and funding agreement targets and workplan service levels, including reporting requirements;
- Contribute to Annual reports of the yearly plan completed on time and meeting NRCH management satisfaction and the requirements under the service and funding agreement.
- Development of trusted relationships with clients and stakeholders
- Work under supervision and direction, either individually or in a multidisciplinary team, using routine primary health care practices.

- Assist clinical team to provide general Health Care assessments and management of a broad range of clinical problems in consultation with the community doctors, nurses, other Health care workers, or written protocols and the provision of preventative health checks and promotion of health awareness.
- Participate in dealing with issues affecting the social and emotional well-being of the community.
- Assist to plan and deliver health education and health promotion activities around nutrition, tackling smoking, alcohol, physical activity, sexual health, harm and injury reduction relation to high risk behaviours including drug and alcohol.
- Support and lead ATSI cultural competency across NRCH.

#### **Operational**

- Under direction of the Health Promotion Coordinator, drive, develop and review Policy and Procedures.
- Develop and maintain a positive working relationship with key internal and external stakeholders to build effective partnerships including Aboriginal and Torres Strait Islander organisations.
- Proactively seek to engage consumers in service planning, review and feedback. Monitor and respond to feedback in a timely manner to resolve identified issues.
- Monitor health and safety performance and proactively investigate report and as appropriate, address OH&S hazards, incidents and injuries within areas of responsibility.

### **Key Capabilities**

#### **Communication:**

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

#### **Decision making:**

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

#### **Teamwork:**

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

#### **Client Focus:**

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.

- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**Qualifications**

Essential	Under section 25, 105, 106 of the Antidiscrimination Act 1991, there is a genuine occupational requirement of the incumbent to be of Aboriginal and or Torres Strait Islander descent.  Certificate III or Certificate IV in Aboriginal and or Torres Strait Island Health Worker Primary Health Care (Practice)
Desired	Clinical Qualification or Health Promotion
Professional Membership(s)	Registration with Australian Health Regulation Health Agency

**Experience**

Essential	<ul style="list-style-type: none"> <li>Minimum 3 years' experience working in health setting as preferably within designated Aboriginal Health Worker or similar.</li> <li>Commitment to improving the health of vulnerable and marginalised communities</li> <li>Demonstrated capacity to undertake needs assessment, planning, implementation and evaluation</li> <li>Experience in health promotion activities and/or programs which involve community development concepts</li> <li>You are passionate about community engagement, health promotion and prevention and driven to improve outcomes in these areas</li> <li>Strong stakeholder management and relationship building skills</li> </ul>
Preferred	<ul style="list-style-type: none"> <li>Experience in working with diverse communities, organisations and/or consumer groups.</li> <li>Experience working in drug and alcohol service.</li> </ul>

**Key Selection Criteria**

- Sound knowledge and understanding of issues and challenges for improving the health status and outcomes for Indigenous Australians.
- Demonstrated interpersonal and communication skills with the ability to work in a multi-disciplinary team structure and problem-solving skills
- Knowledge of and / or involvement in quality improvement processes

4. Demonstrated understanding of community health settings with the ability to implement high quality services.
5. High level of capability to develop client and stakeholder relationships, including capacity to seek client and community needs to shape services.
6. Demonstrated ability to build and maintain effective partnerships with internal and external stakeholders from a broad range of backgrounds and industry sectors.
7. Ability to manage time effectively, balance competing work priorities and meet deadlines.

**Appointment is subject to:**

- Successful National Police Check, and International Police Check, where relevant;
- Evidence of current Working with Children Check, or willingness to undertake a WWCC.

**Internal Training Requirements**

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

**All NRCH appointments must:**

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities

for continuous improvement in the workplace through communication and consultation with managers and colleagues.

- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

#### Further Information

For enquiries relating to this position, contact Human Resources on [workforus@nrch.com.au](mailto:workforus@nrch.com.au).

*I understand and have read the above Position Requirements and hereby declare that I am:*

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

\_\_\_\_\_  
**SIGNATURE**  
**[INSERT NAME]:**

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
**DATE:**

## Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I</b> = Infrequent	Activity may be required very infrequently
<b>O</b> = Occasional	Activity required occasionally, not necessarily all shifts
<b>F</b> = Frequent	Activity required most shifts, up to 50% of the time
<b>C</b> = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A</b> = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks			x		
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder		x			
Crouching	Adopting a crouching posture to perform tasks	x				
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			x		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties			x		
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				