



Position Title:	Redress Co-ordinator
Supervisor:	Team Leader (Social and Emotional Wellbeing)
Classification:	Allied Health Professional (Grade P1-P2)
Salary:	P1.1 - P2.4 Base Salary: \$86,585 - \$103,192 Total Salary: \$96,992 - \$115,595 (Note: Total salary includes leave loading and superannuation)
Location:	Darwin, Palmerston & Tiwi Islands
Date Reviewed:	August 2021

#### **SUMMARY OF POSITION:**

This Redress Co-ordinator position is supporting survivors who are considering applying to the National Redress Scheme. This will be achieved by providing accurate information about the National Redress Scheme through one-on-one consults and community-based promotion. This position will also assist clients in completing Redress Application. This position will collaborate with other Redress Support Services to ensure survivors receive appropriate timely support. This position will do community promotion to the Darwin, Palmerston and Tiwi Islands regions and assist survivors from those regions with access to the National Redress Scheme.

#### **OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT**

##### **Background**

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural, and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

#### **PRIMARY RESPONSIBILITIES:**

##### **Strategic Imperatives**

- Awareness and understanding of DDHS strategic plan.
- Contribute to the development and implementation of strategies designed to meet organisational objectives.
- Provide direct oversight of the National Redress Scheme at DDHS, including meeting of regular reporting requirements and monitoring against performance (including CQI)

##### **Redress Support**

- Direct caseload, support survivors to make an application to the National Redress Scheme
- Where required, support survivors with participating in a Direct Personal Response
- Participate with external stakeholder organisations for the purpose of making appropriate client referrals, providing appropriate support where required.
- Lead and contribute toward the development of DDHS Redress promotional material
- Contribute toward the delivery of promotional education to community members, and service providers alongside the other NT Redress Stakeholder organisations.
- Work collaboratively with other services to identify and address services gaps and client needs.
- Lead the implementation and delivery of the DDHS Redress Activity Work Plan.

### **Human Resource Management**

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

### **Communication and Teamwork**

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members as required and undertaking other key responsibilities or activities as directed by your supervisor.
- Be responsible for maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

### **Safe Practice and Environment**

- Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures.
- Proactively address WH&S hazards, incidents, and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.

### **Quality**

- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

### **Information Management**

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies, and protocols to ensure continuity of care.

### **Organisational Responsibilities**

- Adhere to all organisational policies, procedures, standards and practices e.g. Work Partnership Agreement; information and records management; confidentiality
- Act only in ways that advance DDHS objectives, values, and reputation and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.



## SELECTION CRITERIA:

### Essential:

1. Must hold Territory qualifications in Psychology or Social Work, Counselling or have substantial similar experience working in the child sexual abuse and trauma field.
2. Demonstrated awareness of and sensitivity to Aboriginal culture and history and knowledge of issues impacting on Aboriginal children and families, youth, and adults and those affected by Stolen Generations' policies and practices.
3. Demonstrated Knowledge and understanding of issues relating to sexual assault, particularly institutional child sexual assault, and how they may impact on victim's lives and community attitudes about sexual assault
4. Demonstrated knowledge and ability to effectively engage and to provide support services within a multidisciplinary team setting to people who have experienced complex trauma, supporting clients in crisis, and to interact with people who may be in an emotional state.
5. Demonstrated ability to prepare written reports of a high standard and proficiency in the use of electronic information systems for the maintenance of clinical and service delivery records.

### Desirable:

1. Demonstrated knowledge and experience working with survivors of institutional child sexual abuse
2. Knowledge of the relevant legislation guiding clinical practice for this position.

### Appointment Factors: (Appointment is subject to)

1. Willing to undergo a Police Check
2. Ability to obtain a Working with Children Clearance (Ochre Card)
3. Current driver's licence and willingness to travel
4. Current First Aid and/or CPR Certificate, or the preparedness to gain one.

Approved:

Rodger Williams

Head of Operations

Date: 6 / 9 / 21

Created by:	Manager Community Services	March 2020
Approved by:	Chief Executive Officer	March 2020
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