



Position Title:	Indigenous Outreach Worker (LIMH)
Supervisor:	Team Leader – Social, Emotional Wellbeing
Classification:	Health Professionals and Community Services Grade 2
Salary Range:	HPCS 2.1 – 2.4 Base Salary: \$64,356 - \$69,260 Total Salary: \$72,091 - \$77,585 (Note: Total salary includes leave loading and superannuation)
Location:	Binyolkga Centre, Darwin
Position Created:	26 April 2017

**SUMMARY OF POSITION:**

The Indigenous Outreach Worker will work in partnership with Primary Health Care teams to support individuals and families to build resilience using an approach that builds on community and cultural strengths.

**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 Management**

Awareness and understanding of DDHS strategic plan

Contribute to the development and implementation of strategies designed to meet organisational objectives.

- **Mental Health Care and Social and Emotional Wellbeing**
- Work in partnership with Primary Health Care teams to support individuals and families to build resilience with the provision of:
  - Health promotion and preventative activities
  - Brief interventions
  - Community engagement activities
  - Identification of at-risk community members, including youth and work with them and their families.
  - Cultural advice
- Work within multidisciplinary teams to ensure social and emotional wellbeing activities are culturally relevant and clients have access to cultural, psychosocial, psychological, and clinical interventions and treatments.
- Maintain regular contact with clients within the scope of practice that have been referred by clinics, other providers, or self-referral to SEWB.
- Work with a strengths-based approach to develop, implement, and monitor a case management plan to address specific client needs in collaboration with Community Services Team and SEWB.
- Provide intervention and support to clients, within the expertise and skills of the worker, by identifying immediate risks and needs, exploring possible interventions, developing, and implementing support plans and facilitating referrals.

### **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, helping team members as required.
- Be responsible for maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

### **Safe Practice 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.

### **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.

### **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.

### **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. Demonstrated experience working with Indigenous people and the ability to communicate effectively and in a culturally appropriate manner
2. Demonstrated knowledge of current issues, standards, and trends in the delivery of mental health and social and emotional wellbeing services to Aboriginal people.
3. 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.
4. Demonstrated ability to work within and maintain strict confidentiality guidelines and policies.
5. Demonstrated communication and interpersonal skills with the ability to liaise with people from a wide range of cultural and social backgrounds to both obtain and convey information relevant to their care.
6. Demonstrated ability to interact effectively with clients, carers, and other professionals from diverse cultures.
7. Ability to work independently, and as part of a team, with an ability to plan, manage and prioritise tasks and resources to deliver outcomes within time and budget considerations.
8. Proficiency in and commitment to the use of electronic information systems for the maintenance of clinical and service delivery records.

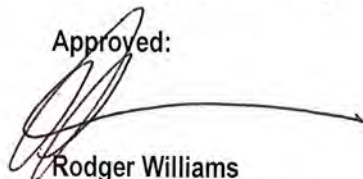
### Desirable:

1. Experience working in a community services program or community education program.
2. Certificate qualifications in Community Services or equivalent.

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

1. Willing to undergo a Police Check.
2. Ability to obtain a Working with Children Clearance.
3. Current NT Driver's Licence, and
4. Current First Aid certificate or the preparedness to gain one.
5. Fully vaccinated against COVID-19

### Approved:



Rodger Williams

Head of Operations

Date: 27 / 5 / 22

Reviewed by:	Approved	Changes
Manager – Community Services April 2017	Chief Executive Officer, March 2017	
Manager – Community Services June 2020	Head of Operations, June 2020	Remuneration – EBA Primary responsibilities – updated wording across standard areas Approval Signatory