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**NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC**

182 – 190 Wakefield St, ADELAIDE, SA 5000

**JOB & PERSON DESCRIPTION**

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| **POSITION TITLE:** | **CLASSIFICATION LEVEL:**  |
| Aboriginal Men’s Social and Emotional Wellbeing Case Worker | Nunkuwarrin Yunti (NY) Enterprise Agreement 2017 HS Level 3  |
| **PROGRAM:**  | **SECTION:** |
| Towilla Purruttiappendi (Healing Our Spirit) | Social Emotional Wellbeing (SEWB) – Case Management / Case Work |
| **TENURE/STATUS:**  | **LOCATION (if other than Wakefield Street Adelaide):** |
| On-going (subject to funding) | Wakefield St and other NY locations/offices |
| **POSITION REPORTS TO:** | **WORKS CLOSELY WITH:**  |
| Manager, Towilla Purruttiappendi | Towilla Purruttiappendi team and other NY teams |

1. **PURPOSE STATEMENT**

Nunkuwarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status*.* The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

Towilla Purruttiappendi (Healing Our Spirit) is a professional team that provides holistic Case Management and Case Work support services to individuals and/or families inclusive but not limited to supporting grief & loss, depression, domestic & family violence, child protection and any other issues which impact on social and emotional wellbeing.

Other Social Health services includes the provision of emergency assistance, advice and referral to other social support agencies and individual/family support and case management/planning. The Program also provides outreach support through a range of other agencies and locations throughout the metropolitan region. The team works to provide holistic culturally appropriate Case Management and Case Work services to reduce risk and promote sustainable positive outcomes for families.

The primary role of the Aboriginal Men’s Social and Emotional Wellbeing Case Worker is to:

* Develop and maintain an extensive range of social support and agency networks to assist with accessible and equitable pathways for Aboriginal and Torres Strait Islander male individuals and families seeking services;
* Achieve the overarching outcome being to have Aboriginal men and their families living in safe, stable environments, achieving good life outcomes, protecting from abuse and neglect and to support families and individuals who are at risk of crises;
* Provide direct support, advocacy and referrals for Aboriginal men and families to deal effectively with trauma caused by sexual abuse, family violence, housing, health, alcohol and substance abuse and justice issues by working alongside them to develop skills to enhance their safety and life skills;
* Work collaboratively with Towilla Purruttiappendi team members and other Nunkuwarrin Yunti staff to assist Aboriginal men and their families build strong and sustainable future through integrated case management, coordination and knowledge of services, community linkages, social support, advocacy and referral;
* Undertake intake duty shifts that involve identifying need through assessment, eligibility and delivery of emergency relief pending outcome of assessments. Intake shifts at all Nunkuwarrin Yunti sites as coordinated and in consultation with Senior Case Worker;
* Support clients to engage with inclusive, client driven case management (short and longer terms) for people with complex and/or multiple social health needs;
* Additional periodic or ongoing activities that may arise during the tenure of the role to meet client needs or otherwise as requested of the team manager.
1. **KEY RESPONSIBILITIES/DUTIES**

*Identify the significant services of work, which are the key outputs of the position*

| **KEY RESPONSIBILITIES**(Outputs of the job) | **PERFORMANCE MEASURES**(Measures the outcome of the following activities by quantity, quality, or timelines) |
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| **Community liaison and advocacy*** Facilitate client access to appropriate internal services and external organisations
* A strong emphasis will be placed on supporting the access to medical and internal services at NY during the day to day management of assessing client needs via Intake presentation
* Assisting clients who have complex support needs with practical support to complete paperwork for/with the client
* In consultation with other health operatives and support services devise and implement a client focusses care plan that ensures cultural needs are considered and addresses in that care plan
 | * + - Liaison with NY team members, health care professionals including working collaboratively with all relevant internal services and programmes under the guidance from Senior Care Worker;
		- Support clients to manage/book and attend appointments;
		- Liaising effectively with clients prior to appointments and support access to appointments as required;
		- Advocating for the client’s rights in treatment, in particular for recognition and respect of cultural safety;
		- Attend and facilitate case conference and client care reviews with internal programs and/or external agencies as required;
		- Updating and maintaining resource information including electronic data sources;
		- Provide information and advocacy and encourage clients to successfully connect with other agencies such as medical, stolen generations, specialist, drug & alcohol, financial, housing, mental health and emergency services;
		- Being available to Towilla Purruttiappendi team members and other NY colleagues as source of information and ideas in relation to client referral pathways.
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| **Provide culturally appropriate casework to Aboriginal men and/or their families** | * Work with Aboriginal men and/or families to support them in addressing and improving health outcomes by participating in Adult and Child Health Checks and other health prevention initiatives;
* Develop short, medium and/or longer term support plans which may include counselling and coordination to facilitate improvements in social and emotional wellbeing;
* Participate in case conferences and client care reviews with internal programs and/or external agencies;
* Make appropriate referrals to social workers, psychologists and other alternative services as needed, inclusive government and non-government social services;
* Follow up with clients to navigate referral and service provision pathways;
* Support ongoing client connection to community, government and agency supports;
* Assist at risk Aboriginal males and their families to gain access to mainstream and specialist services;
* Undertake home visits and outreach at other locations.
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| **Case Work/Social Support and Client Care Coordination*** Work with male clients who are disengaged or are at risk of being disengage from health and social and emotional wellbeing services
* Work with male clients who have experience in trauma
* Provide comprehensive case management and case work support to clients including crisis intervention and longer-term wrap around services to stabilize the client
 | * Assessment of client’s needs, prepare, document and implement case plans for each client and coordinate supports and service referrals to support client;
* Review and update client case plans as per case management practice in consultation with client;
* Provide ongoing practical support and emotional support for clients including providing advocacy for clients as required;
* Prioritise and manage client case/work load;
* Case notes and documentation to be completed in a timely manner and legally complaint;
* Support and refer clients to engage with broader community, education institutes, government, non-government and private agencies, employers as relevant and other social support services as part of ongoing case management;
* Supporting the Redress Support Service Case Workers to develop and carry out case plans for male clients accessing the National Redress Scheme;
* Undertake home visits and outreach support at other locations when appropriate in accordance with the safe working practices detailed in NY Policy.
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| **Brief Social Health Intervention*** Intake and Assessment
* Emergency Relief
 | * As coordinated by Senior Case Worker, undertake Intake duty shifts as part of a team roster to conduct assessments if needs which includes but not limited to advocacy, referrals and the delivery of emergency relief to eligible clients;
* Crisis social health intervention to address immediate and short term social health needs (pending referral to ongoing case work or other services) of Aboriginal individuals and family;
* Develop and establish professional networking and information sharing relationships with internal and external services for provision of positive outcome for clients;
* Refer clients to financial counsellor to build financial capability and wellbeing as per assessment of need;
* Provide information, advocacy and support for clients to connect with other services such as medical, specialist, drug & alcohol, financial, housing, mental health and emergency services;
* Complete Basic Budget training and Emergency Relief Training when available.
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| **Promotion of TP Social Health services and Community Development*** Provide information about Towilla Purruttiappendi services to NU staff, programs, clients and the wider community
* Participate in community and promotional events
 | * Attend and present at Network meetings;
* Demonstrate a proactive, confident approach to promoting Towilla Purruttiappendi and NY services to community groups, tertiary institutions and other agencies;
* Promoting and presenting a positive image of NY to other staff, clients and broader community;
* Engage in community development activities for clients that strengthen cultural identifies, individual capacity and community connections;
* Represent NY on committees, working parties and relevant community forums;
* Engage in promotion events.
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| **Team & Organisational Activities*** Maintain positive working relationships with other team members and staff of other programs
* Work as a member of a multi-disciplinary team with commitment to shared ides and common goals
* Participate in working groups and activities
 | * Contribute to and support positive team morale by actively and regularly participate in team planning activities and team meetings;
* Implement the principles of working as a member of a team;
* Actively develop and maintain effective internal and external networks in a professional manner;
* Contribute to the development and implementation of Program policies and procedures;
* Work collaboratively with and support other NY colleagues and teams
* Participate in internal working groups, committees and organisational activities where requested and/or willingly volunteer to contribute to organisational activities;
* Promote and present a positive image of Nunkuwarrin Yunti to other staff, clients and the community in general.
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| **Administrative Activities*** Ensure compliance with a range of administration and business practices which support Towilla Purruttiappendi and Nunkuwarrin Yunti services
* Competent in the use of information and communication technology
 | * Maintain timely and accurate documentation of client case notes, consistent with professional Case Management standards;
* Provide regular statistical and other reports as requested;
* Ensure secure management of client date and client files and compliance with privacy policies and legislation;
* Use of CommuniCare, Alfresco, Microsoft applications, Excel.
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1. **SELECTION CRITERIA**

**ESSENTIAL –** includes qualifications, skills, experience and knowledge

* A minimum of Certificate IV in a recognised and relevant qualification (i.e. Aboriginal Primary Health Care (Community), Community Services, Social Work, Mental Health and/or related disciplines) with demonstrated experience in a similar capacity.
* Demonstrated experience working collaboratively with other organisations to achieve positive community outcomes.
* Demonstrated experience and understanding of Aboriginal and Torres Strait Islander family dynamic and kinship systems.
* Knowledge and understanding of Aboriginal Mental Health in the context of Social and Emotional Wellbeing.
* Ability to work within a multi-agency and multi-disciplinary team.
* Experience in managing a caseload of clients with varied levels of need including high and complex needs.
* Demonstrated experience providing strength based and culturally secure services.
* Sound knowledge of Case Management principles and frameworks.

**DESIRABLE**

* Understanding of relevant legislations, regulations and external standards that apply to relevant work practices
* Current first aid certificate or willing to obtain one
* Training – Child Safe Environments and Mental Health First Aid certificate
1. **APPOINTMENT CONDITIONS**

**Special Conditions and Status**

* Full time position (subject to funding availability)
* Some out of hours work may be required
* Some interstate travel may be required
* Appointment is subject to a satisfactory National Police Clearance Certificate
* Subject to 6 months satisfactory probationary period unless the appointee is a current employee of Nunkuwarrin Yunti and has completed the required probationary period to being appointed to this position
* Salary sacrifice, superannuation, employer contribution
* Current South Australian full Driver’s Licence and willing to drive in the course of work activities
* Conditions of employment are in accordance with the terms and conditions stated in the relevant Enterprise Agreement
1. **PERFORMANCE/SKILL STANDARDS**

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

1. **WORK HEALTH AND SAFETY**

Follow defined work health and safety legislation, and Nunkuwarrin Yunti’s policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

1. **EQUAL EMPLOYMENT OPPORTUNITY**

**Responsibility Statement**

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

1. **CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

**Employee Statement**:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

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Name Signature Date

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**Job and Person Description Approval**

**Date approved: / /**

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| **MIDDLE MANAGER****Name:****Signature:**  | **CHIEF EXECUTIVE OFFICER****Name:****Signature:** |