

Aboriginal Community Engagement

Officer – Carer Gateway



TEAM:	Child, Youth and Family Services
LOCATION:	South Hedland, Geraldton
REPORTING LEADER:	Executive: Child, Youth and Family Services

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

HelpingMinds is part of a consortium led by Carers WA as Regional Delivery Partner (RDP) for the Integrated Carer Support Service (ICSS) known as the Carer Gateway, which incorporates providing supports to carers identified in the *Carer Recognition Act* who provide daily care and support to people with disability, medical conditions, mental illness or who are frail aged.

PURPOSE OF THE ROLE

Working Under the Carer Gateway, The Aboriginal Community Engagement Officer will be the local representative that is responsible for engaging and building relationships within the community, ensuring increased Aboriginal and Torres Strait Islander engagement with the Carer Gateway. The Aboriginal Engagement Officer will work with Executive Child, Youth and Family Services and Team Facilitator Child, Youth and Family Services to ensure the Carer Gateway services are culturally appropriate.

This position is identified under section 50(d) of the Equal Opportunity Act as a role requiring an Aboriginal or Torres Strait Islander.

PRIMARY DUTIES AND RESPONSIBILITIES

1. KEY RESPONSIBILITIES

- Improving and maintaining positive relationships with internal and external stakeholders;
- Act as a link between the community and the Carer Gateway;
- Manage a case load providing support services to Carers.
- Engaging with the regional community with regular outreach work which may include overnight stays;
- Maintain accurate records for tracking and monitoring of engagement outcomes;
- Identify opportunities to establish, foster and maintain closing working links with key agencies and community groups;
- Ensure case notes are kept and entered into relevant databases in a timely manner;
- Prepare relevant reports in an accurate and timely manner;
- Positive representation of HelpingMinds and the Carer Gateway and the services offered through liaison with referral agencies, community groups and other stakeholders;
- Establish, foster and maintain close working links with relevant service providers specific to Aboriginal and CaLD communities;
- Develop networks, participate in community projects and provide support to local committees and other community groups in the interest of the Carer Gateway;
- Develop and Facilitate activities and workshops based on community needs with the plan to build a strong and resilient community;
- Communicate the needs of the community to the Executive Child, Youth and Family Services and;
- Working with the Child, Youth and Family Services team to identify and facilitate a range of culturally appropriate events.

2. KEY PERFORMANCE INDICATORS

- Establish and maintain strong referral pathways;
- Provide clear reports on a regular basis measuring positive outcomes and;
- Ensure information is entered into relevant database systems.

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.

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- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role reports to:

Executive: Child, Youth and Family Services



This position is:

Aboriginal Community Engagement Officer

POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time
FTE:	1.0 (76 hours per fortnight)

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Position Classification:	Salary level 3 (3.1 to 3.2 depending on qualifications and experience)
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE)
District and Remote Allowances:	Employees located in specified regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Current Driver's License and Vehicle
- National Police Clearance (no older than 6 months)
- Working with Children Check
- Relevant experience in the area of Aboriginal Health, Community Services or Mental Health.

EXPERIENCE, SKILLS AND KNOWLEDGE

- Strong experience engaging and working with young people and families;
- Excellent written and verbal communication skills including the ability to communicate clearly and cooperatively with people at all levels;
- Ability to work as part of a multi-disciplinary team in providing assistance and support to Aboriginal clients;
- Well-developed interpersonal skills with the ability to develop collaborative partnerships;
- Demonstrable effective interpersonal liaison skills;
- Ability to work as part of a team, as well as self-motivated to work independently;
- Ability to engage with Aboriginal people in remote and rural communities and;
- Well Developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Diploma in Community Services
- Mental Health First Aid
- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations;
- Experience in community development/advocacy, or working with young carers and families living with a mental illness

Other:

- Proof of eligibility to work in Australia will be required

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EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients.

<p>This document can be made available in alternative formats on request for a person with a disability.</p>
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