



Position Description

Social & Emotional Wellbeing Officer

Position Title	Social & Emotional Wellbeing Officer
Location	Sunshine Coast; travel may be required across NCACCH service region/s
Employment Status	Full time
Position Report To	Social Worker – Social & Emotional Wellbeing
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives

Our Vision: To 'close the gap' in the health status of Aboriginal and/or Torres Strait Islander people through a holistic approach to patient health and wellbeing.

Purpose of the Position

The NCACCH Social & Emotional Wellbeing (SEWB) Officer is part of the of the Health Services team and reports directly to the Social Worker – Social & Emotional Wellbeing and at times the Practice Manager.

The primary function of this position is to provide high quality services including assessment, examination, treatment and case management, along with contributing to the holistic health models incorporating continuity of care. The Social & Emotional Wellbeing Officer operates within a clinical team environment with the aim of improving the health and wellbeing of Aboriginal and Torres Strait Islander people through the provision of comprehensive and culturally valid primary health care services.

The NCACCH Social & Emotional Wellbeing Officer is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position works closely with the Social Worker – Social & Emotional Wellbeing to ensure NCACCHs business objectives are met through robust and effective support systems and activities to support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Previous experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO) or similar
- Demonstrated ability to engage meaningfully with Aboriginal and/or Torres Strait Islander community with a passion and determination to make a difference to the social and emotional wellbeing of Aboriginal and/or Torres Strait Islander people
- Knowledge and understanding of Aboriginal and/or Torres Strait Islander cultures and socio-economic issues affecting Aboriginal and/or Torres Strait Islander people
- Demonstrated ability to provide follow-up care services for patients and families who are identified as being at risk
- Demonstrated ability to recognise individual communication needs and to adapt messages and approaches accordingly
- Demonstrated experience with working in and contributing to a multidisciplinary team environment
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems
- Strong administrative skills including the ability to prioritise competing work priorities, maintain accurate and legible records and meet targets and performance outcomes
- Strong interpersonal and communication skills with a focus on patient outcomes; including the ability to develop meaningful relationships whilst respecting traditional culture and values

- Demonstrated as possessing highly developed written and verbal communication skills with the ability to liaise with patients, internal and external stakeholders

Please note: Under s25 of the Anti-Discrimination Act 1991 (Qld), it is a genuine occupational requirement for the incumbent to be an Aboriginal and/or Torres Strait Islander person.

Desirable:

- Demonstrated knowledge and experience working with an electronic Patient Management System e.g. MMEX
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Knowledge of local, state, and national health policies, resources, and organisations
- Understanding of the social determinants of health and how these impact on health behaviours

Mandatory Qualifications/ Professional Registrations and Licences

- Minimum Certificate IV in Mental Health or Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care or equivalent and/or relevant and equivalent experience
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Position Responsibilities

Screening, Assessment and Follow Up Services

- Provide friendly, flexible, care coordination and mental health interventions for Aboriginal and/or Torres Strait Islander people with mild to moderate mental health presentations using a strength-based, solutions focused approach to assist Aboriginal and/or Torres Strait Islander people, their family and support networks to work in a culturally safe and collaborative way
- Undertake assessment and care planning in collaboration with the NCACCH Gympie AMS, Brokered General Practitioners and other relevant stakeholder including; mental health services, alcohol and other drug services, clinical and community services to enable clients to access relevant support services
- Work collaboratively within a multidisciplinary team to support decision making processes relating to Aboriginal and Torres Strait Islander people, their families and the wider community
- Work from a person centred and family inclusive framework to facilitate the improvement of mental health outcomes for Aboriginal and/or Torres Strait Islander people and their families
- Strengthen shared care models and partnership development with other service providers
- Coordinate age and developmentally appropriate group work programs that enhance the mental health resilience and social and emotional wellbeing of Aboriginal and/or Torres Strait Islander people in the local community in collaboration with other NCACCH staff and/or partners
- Ability to work flexibly to respond to the needs of Aboriginal and/or Torres Strait Islander people and their families. This may include, liaise, engage and consult with local stakeholders including schools, community organisations, service providers, Aboriginal and/or Torres Strait Islander health, medical services and communities
- Commitment to best practice and evidence-based frameworks for improving the social and emotional wellbeing of Aboriginal/or Torres Strait Islander people and their families
- Capacity to work outside of a structured environment for the engagement of Aboriginal and/or Torres Strait Islander people and their families or key stakeholders i.e., outreach to local organisations or communities

Education and Promotion of Health Literacy

- Provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need

Collaborate

- Work collaboratively and holistically within a multidisciplinary team environment to engage patients and families in the management of their wellbeing from a social, cultural, physical, and emotional perspective
- Provide support and guidance to non-Aboriginal and/or Torres Strait Islander colleagues on cultural ways/societal factors which may influence or require consideration when working with patients and families

Service Development and Improvement

- Actively participate in regular clinic meetings, case conferencing, continuous quality improvement meetings and activities as required
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums as required
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

Relationship Management

- Foster productive working relationships with other NCACCH staff in the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community

Information Management

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

Excellence

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Safety:

- Report any work related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

Legal Obligation:

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.