Position Description

The Salvation Army St Kilda acknowledges the Traditional Custodians of this land, the Yalukit Willam clan of the Boon Wurrung. We pay our respects to their Elders both past and present. We acknowledge and uphold their continuing relationship to this land. We acknowledge the Traditional Aboriginal Custodians of the country throughout Victoria and Australia and respect the ongoing living culture of Aboriginal people.

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Position Title
Aboriginal and Torres Strait Islander Outreach Worker

Classification & Stream
Social, Community, Home Care and Disability Services Award Level 5

Division
Crisis Services Network

Reports to
Health Services Assistant Program Manager

Date
1/8/2019 – 30/6/2021

Primary Purpose of the Job
To engage with Aboriginal and Torres Strait Islander (ATSI) people who are underutilising health services to improve health outcomes and knowledge.

About Access Health Services, Crisis Services Network

Access Health operates within Salvation Army Alcohol and Drug Services Stream. Access Health provides accessible, responsive Primary Health Care that enhances the health and well-being for people who inject drugs, street sex work and/or experience homelessness. Access Health offers non-appointment based services that are free of cost and facilitates linkages to mainstream services. The program works in partnership with other health and support services to provide clinical and non-clinical health services and practical support.

Access Health Primary Health Care employs a First People’s Worker and runs or supports numerous Aboriginal and Torres Strait Islander Programs in the local area. This includes operating as the main health service for residents of Ngwala Willumbong Recovery Centre’s and a weekly outreach walk to engage Aboriginal and Torres Strait Islander people who are sleeping rough in the City of Port Phillip. Approximately 20% of all people who attend Access Health identify as Aboriginal and/or Torres Strait Islander and we provide dedicated services to meet their needs.

The health status of Aboriginal and Torres Strait Islander People continues to fall well below that of non-Indigenous People in Australia. Indicators of health, (such as poverty, family violence, social dislocation, homelessness and substance use) combined with diminished access to culturally relevant Primary Health Care contribute to this.

The Commonwealth Department of Health has established the Integrated Team Care (ITC) activity, which aims to:

- contribute to improving health outcomes for Aboriginal and Torres Strait Islander People with chronic health conditions through better access to coordinated and multidisciplinary care; and
- contribute to closing the gap in life expectancy by improved access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health and specialists) for Aboriginal and Torres Strait...
Islander People

Access Health, in partnership with Star Health, has been funded by the South Eastern Melbourne Primary Health Network (SEMPHN) to deliver part of the ITC Activity in the Inner Southern Region, including the Aboriginal Health Outreach Worker role. The ATSI Health Outreach Worker function involves community liaison and engagement, administration and support, and practical assistance to Aboriginal and Torres Strait Islander People with a focus on improving health outcomes and access to health care.

The Salvation Army International Mission Statement

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human need in His name without discrimination.

The Salvation Army Australia Southern Territory’s Mission and Values

**Mission:** Transforming lives, Caring for people, Making disciples and Reforming society

**Values:** Human Dignity, Justice, Hope, Compassion and Community

Client Support

- Links with ATSI communities are established to promote the importance of improving health outcomes and encourage and support the increased use of health services
- Effective relationships are established with clients that encourage self-determination and participation
- Client support is provided to clients in accordance with TSA case management models and standards of practice
- Individual support plans are developed in collaboration with clients, and, where appropriate, with The ITC care Coordinator and other health professionals. The plans include a range of interventions that address the needs or goals of clients
- Clients are provided with information, advice practical support and assistance.
- Clients are assisted to access health and support services such as GPs, specialists, pharmacies, housing, mental health, drug and alcohol, counselling, legal etc.
- Progress and outcomes of individual support plans are regularly monitored and reviewed with the client and, where appropriate, with the ITC care Coordinator and other health professionals. Where needed action is taken to ensure the plan continues to meet client needs or goals
- Accurate, up to date client records and data is maintained for all clients in accordance with TSA standards and procedures using TSA information systems
- Risks to clients, staff and TSA are identified and bought to the attention of the Assistant Program Manager as soon as possible
- Service gaps are identified and recommendations for service delivery improvements are made
- Monthly data reporting is completed accurately

Community Engagement
- Relationships are built with ATSI people who are underutilising health and other supports.
- Relationships are developed with ATSI people via attendance at known meeting places, events and public spaces.
- Opportunities to engage with new clients (e.g. community events) are organised and delivered.
- Attendance at professional forums such as VACCHO, Aboriginal D&A network meetings, Local Indigenous Network, Regional Action Group and others as appropriate.
- Formal and informal relationships are developed and maintained with local Aboriginal and health services, including Ngwala Willumbong, and peak bodies.
- Regular visits are made to local ATSI services for the purposes of keeping them updated on developments in ATSI health, and to engage with new clients.
- A close working relationship is developed and maintained with ATSI programs throughout the Bayside area.

**Scope**

The ATSI Health Outreach Worker works collaboratively as part of a multidisciplinary team in Access Health to provide comprehensive support to clients.

This position will manage a caseload of up to 30 clients at one time in partnership with the Care Coordinator employed at Star Health.

The Outreach worker will take a lead role in liaising and engaging with the local ATSI community.

**Qualifications and Experience**

Degree qualification in nursing, ASTI health, social work or related field or equivalent knowledge skills and experience is preferred. Experience working with ATSI population and people with complex needs is required.

**Capabilities**

**Specialist Competencies**

| ATSI Health | Understanding of the health and wellbeing needs of ATSI populations and an understanding of the social and historical issues that have impacted on ATSI populations; A sound knowledge of, and relationship with, the resources and services available in the ATSI and broader community, in relation to health and other services; A commitment to the provision of accessible health and support services to ATSI individuals and families |
| Client assessment | Uses appropriate information, tools and techniques to gather and analyse information; Identifies and prioritises appropriate actions including referral |
| Case Management | Supports clients to set and achieve goals through establishing and monitoring a case management plan; Identifies and implements case management processes appropriate to the needs of the client |

**Personal Attributes**

| Collaborative | Treats others with dignity & respect; Encourages and cooperates with others to achieve common goals; Inspires trust and confidence |
Resilient | Remains calm, focused and maintains perspective when faced with change, crisis and difficulty; Does not give up or get disheartened when faced with obstacles
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Outcome focused | Aims for optimum outcomes; Sets a clear path/goals and manages time to achieve key outcomes; is proactive and self-motivated
Client Focused | Committed to and acts for well-being of internal and external clients; ensures needs of service users remain key focus
Inclusive | Respects differences in all its forms; recognises the rights of others; is non judgemental

### Job Competencies

| Service Delivery | Looks for ways to exceed service user expectations; Respects boundaries and limits of own role and capabilities; advocates and negotiates effectively for service users |
| Interpersonal dynamics and communication | Regulates own behaviour; Listens actively; Speaks with courtesy; adapts style to audience |
| Administration | Completes accurate reports, logs, case notes and files; Uses technology and software applications effectively in accordance with task requirements |
| Team dynamics | Engages and contributes to team activities including discussions; contributes to team spirit |
| Continuous Improvement | Contributes to evidence based practice; reflects on practice; identifies opportunities for improvement; acts to implement improvement |

### Requirements of the role
- A national police record check is required
- A current and valid Working with Children Check
- A current Victorian Drivers licence

### Signatures

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