

Position title	<i>Engagement Support Worker for Hospital outreach post suicidal engagement (HOPE) program</i>
Position number	ESW22
Employment status	<i>Full time, 12-month fixed term contract</i>
Department	Health and Wellbeing
Location	Undisclosed Location
Position reports to	<i>Manager</i>
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	<i>LVL-5 Pay Point-1</i>

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30 million and a workforce of approximately 240 people. RAC is a significant employer and economic contributor to the region and plays a high profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

The HOPE program: Hospital Outreach Post-Suicidal Engagement service is a follow-up and aftercare service for people 16 years of age or more who attend a hospital in crisis or following a suicide attempt.

The service provides a 12-week program of clinical and social support tailored to individuals and their support networks including family, friends, carers, community cultural leaders and Elders.

ROLE PURPOSE

The purpose of the Engagement support worker is to work with the Hospital outreach post suicidal engagement (HOPE) program, identify improvements to services provided by HOPE and Woongi to enhance mental health support for Aboriginal people

KEY SELECTION CRITERIA

Qualifications and Registrations:

- Lived experience
- Certificate/Diploma in either AOD or Mental Health

Knowledge and skills:

- Experience working with, and awareness of the issues that affect Aboriginal and Torres Strait islander people
- Knowledge of Mental Health & referral pathways
- Ability to communicate and liaise with other health professionals, Aboriginal Organisations and funders
- Demonstrated ability to provide detailed reports
- High level computer skills eg; Word Excel & Spreadsheets

KEY RESPONSIBILITIES

- Support suicide prevention and postvention responses within Local Aboriginal community
- Identify gaps in referral pathways for Aboriginal people accessing HOPE and review current referral processes
- Establish culturally safe referral pathways between HOPE team and Woongi unit
- Review current processes and provide recommendations for shared treatment planning between Woongi and HOPE
- Identify educational requirements for Woongi and HOPE staff
- Review discharge planning to ensure appropriate follow up for Aboriginal people
- Investigate and identify potential environments appropriate for Mental Health and Risk assessments of Aboriginal people
- Develop recommendations for improvements in service delivery for Aboriginal people and present a report when the project has been completed
- Perform all other reasonable duties as directed, within the scope of your skills, competence and training by your managers or any other relevant Rumbalara personnel as appropriate.

Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)

- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentially agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements

In accepting this position, I hereby acknowledge and agree to the role and responsibilities as set out in the Position Description.

Accepted

Date:

Employee name:

Employee signature:

Approved

Date:

Manager name:

Manager signature:

Manager Details:

Name: Damien Wright, Phone No. 0456 686 383, Email: damien.wright@raclimited.com.au

Executive Manager Details:

Name: Kelli Bartlett , Phone No. 5820 0035 , Email: kelli.bartlett@raclimited.com.au