



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Wellbeing Worker (<i>Identified</i>)
Position Number:	
Classification:	Social and Community Services Grade 5 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$93,858.96 - \$98,111.52
Location:	Cairns
Reporting Relationship:	Coordinator, Social and Emotional Wellbeing Program

About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

Our Strategic Priorities



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Our Values and Behaviours



The role:

The Wellbeing Worker will provide culturally appropriate interventions and associated support to Aboriginal and Torres Strait Islander individuals and families focusing on a strengths-based approach that builds resilience and capacity to address issues that impact on social and emotional wellbeing.

This position will enhance customer access to health and wellbeing services by:

- Assisting in arranging services as outlined in the client's care plan
- Improving the health and social and emotional wellbeing of clients
- Identifying appropriate supports to address complex personal and family circumstances.

The Wellbeing Worker is supervised by the Coordinator, Social and Emotional Wellbeing Program and the position has no supervisory responsibilities.

This position works closely with other members of the Cairns and Edmonton clinics and maintains regular contact with other program staff to ensure effective outcomes for clients.

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Key Responsibilities include:

1. Complete tasks to assess client needs and identify appropriate supports and/or interventions, including assessment of risk and contribute to the development of care plans.
2. Undertake crisis intervention, advocacy and referral to appropriate internal and external providers.
3. Provide individual support and to assist clients to counter social and emotional stressors by facilitating and delivering culturally appropriate group education and awareness programs including a diverse range of therapies, group and healing activities, including men's and women's gatherings.
4. Coordinate and facilitate client care with internal and external providers in accordance with client's care plan.
5. Assist, support and encourage clients and their families to improve health and wellbeing by following treatment regimens; developing self-management skills; and connecting with appropriate services.
6. Provide counselling and support in regard to issues impacting on client's wellbeing, particularly in regards to issues of grief and loss, trauma, identity and connection.
7. Participate and contribute to case management discussions and undertake case management activities as relevant to the needs of individuals and families and in accordance with agreed case plans.
8. Maintain clear and concise documentation that includes undertaking a range of record and information tasks to ensure accurate maintenance of case records.
9. Develop effective working relationships with health service providers, specialists, social service providers and other health organisation to ensure effective outcomes for clients.
10. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
11. Work within Wuchopperen's Policies and Procedures including the Staff Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
12. Other duties as required, within your skills, experience and capacity.

Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to be the most critical for success in this role.

For applicants to be successful in this role, they should demonstrate:

1. Demonstrated experience in the effective delivery of social and emotional wellbeing services, particularly as relating to Aboriginal and Torres Strait Islander peoples.

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2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
3. Demonstrated knowledge of the issues and impact on the health and wellbeing of Aboriginal and Torres Strait Islander individuals and families together with experience in case management, particularly for Aboriginal and Torres Strait Islander individuals and families.
4. Demonstrated ability to identify client needs, develop case plans and provide direct support, advocacy and referral services as well as facilitate group programs for Aboriginal and Torres Strait Islander individuals and families.
5. Extensively developed interpersonal and communication skills including the ability liaise with a range of stakeholders as well as effectively advocate for Aboriginal and Torres Strait Islander people.
6. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.
7. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

Other Requirements

- Tertiary Qualification/s in Community Services or in a similar field or demonstrated extensive experience working within similar roles deemed equivalent by Wuchopperen.
- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B
- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of initial two vaccinations plus at least one booster must be provided before employment is confirmed.
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- The Wellbeing Worker is an **Identified** position. It is a genuine occupational requirement that an *Identified* position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.

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- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential.
- Possession of a current Queensland “CA” class driver’s licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.
- Consent to a broader criminal history check at Wuchopperen’s cost.

How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting **cover letter** of no more than two pages, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Evidence of at least three Covid-19 vaccinations (ie. Immunisation History Statement).
- Specified referees with application

Additional information:

- A non-smoking policy is effective in Wuchopperen’s buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to recruitment@wuchopperen.org.au