



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Community Connector (<i>Identified</i>)
Position Number:	5241
Classification:	Social and Community Services Grade 2 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$32.64 - \$35.61 per hour
Location:	Cairns
Reporting Relationship:	Coordinator, Integrated Team Care 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:

This position will work as part of the National Community Connector Program (NCCP). The National Disability Insurance Agency (NDIA) is implementing the NCCP to support Aboriginal and Torres Strait Islander people with a disability to navigate the National Disability Insurance Scheme (NDIS).

Community Connectors will work with the NDIA Partners in the Community (PITC), NDIS Planners and Support Coordinators to support and promote the NDIS and the NDIA in the community. Community Connectors will enable better linkages between people, communities, and services.

The position of Community Connector reports to the Coordinator, Integrated Team Care Program. The position has no supervisory responsibilities.

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

Significant liaison is required within a multidisciplinary team approach including working with external healthcare providers and community organisations.

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Key Responsibilities include:

1. To support Aboriginal and Torres Strait Islander community in a culturally sensitive manner, developing trust, rapport and breaking down barriers to accessing the NDIS.
2. Foster connections with support agencies including PITC and/or the NDIA and provide support for clients and their representatives to attend appointments, obtain functional assessments and other evidence for access requests.
3. Link potential Participants to their PITC or NDIA to help complete Access Request Forms (ARF), Verbal Access Request (VAR) and psychosocial disability evidence forms and provide support in obtaining updates on submitted forms.
4. Assist in linking Aboriginal and Torres Strait Islander people who are not eligible for NDIS to community mainstream supports and/or refer them to their PITC to support linkages to the community and mainstream supports.
5. The Community Connectors will work collaboratively with existing NDIA community and mainstream engagement activities that support:
 - Participants in setting goals
 - Assisting in understanding plans
 - Participant handover to PITC and/or NDIA
 - Planning and meeting reviews
6. Provide advice to the funding body regarding any barriers regarding access to NDIS or implementing and utilising completed Plans.
7. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
8. 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.
9. 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 providing support to clients, assisting to set goals and to understand and overcome barriers reducing clients engaging with services.
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.

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3. Capacity to support and collaborate on behalf of clients and to assist them to build positive relationships that enables clients to access services.
4. 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.
5. 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.
6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

Other Requirements

- Possession of a certificate qualification or equivalent experience in a relevant discipline.
- 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 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 Community Connector 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.
- 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.

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- 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 two Covid-19 vaccinations (ie. Immunisation History Statement).
- Identified 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