



Wuchopperen  
HEALTH SERVICE LTD

## POSITION DESCRIPTION

<b>Position Title:</b>	Family Wellbeing Worker ( <i>Identified</i> )
<b>Classification:</b>	Social, Community Homecare and Disability Employees Grade 4 Wuchopperen Health Service Limited Enterprise Agreement
<b>Salary:</b>	\$84,508.41 - \$90,927.37
<b>Location:</b>	Cairns
<b>Reporting Relationship:</b>	Coordinator, Family Wellbeing Service

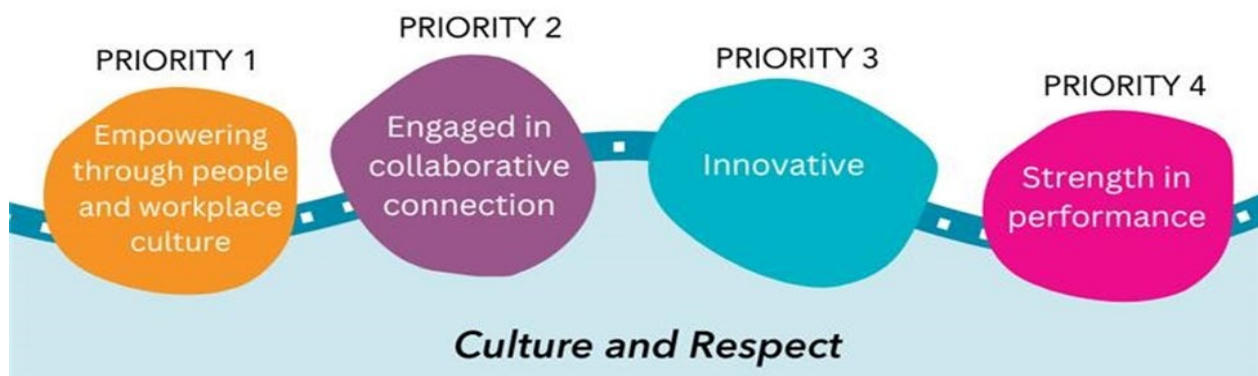
## About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with more than 40 years' experience in providing primary health care and social 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 a client and community centric service delivery model offering whole of life cycle care and support from pre-birth to eldership (older people).

From humble beginnings in the 1970s, Wuchopperen has grown into a multi-million-dollar enterprise, that is driven by the community, to deliver dynamic and innovative services for the community, and confidently represents, leads through best practice governance.

## Our Strategic Priorities



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### Our Values and Behaviours



#### The role:

The Family Wellbeing Worker is responsible for ensuring the family or individual family member has access to a range of holistic services as required. The Family Wellbeing Worker is the central contact and provides an integrated response to support the family or individual family members case plan.

The Family Wellbeing Worker is supervised by the Coordinator, Family Wellbeing Service and the position has no supervisory responsibilities.

This position works closely with the Coordinator and other members of the Family Wellbeing Team and maintains regular contact with other program staff to ensure effective outcomes for clients.

#### Key Responsibilities include:

1. Work with the Coordinator Family Wellbeing Service to implement a culturally relevant, holistic and strengths-based, support service for Aboriginal and Torres Strait Islander children, young people and their families.
2. Support and work closely with families upon referral to engage and build strong, respectful, genuine relationships with the family, children and other family members.
3. Develop plans with family's that are flexible and culturally aligned to support positive collaboration.

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4. Provide individual and/or family support, practical support, group work or events to clients in accordance with agreed case plan goals and responsibilities.
5. Develop and maintain strong links with a wide range of service providers to enable the provision of a holistic service that addresses the needs of the family as identified in case plans.
6. Advocate, negotiate and support children and families to maximise a family led decision making perspective when working collaboratively.
7. Work collaboratively and participate in key meetings with agencies and service providers where shared case management is contained in the client case plan.
8. Work with the Coordinator to monitor, review and evaluate case plans and exit strategies by participating in regular case conference discussion and meetings.
9. Work with the Coordinator to identify and participate in training and professional development to enable the effective implementation of a family centred, strengths based, case management model of care.
10. Ensure collection and input of accurate client information and data, maintain case file notes and prepare case studies for reports.
11. Develop and maintain working relationships with service providers to enable shared case management, referral pathways and ongoing support for clients after exiting the Service.
12. Promote the Service locally through community engagement activities, networking and promotional activities.
13. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
14. 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.
15. 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 ability to work with Aboriginal and Torres Strait Islander families providing direct support services that increase parent/child attachment, improve parenting skills and develop coping and resilience.
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. Demonstrated ability to implement case management approaches to service delivery including the ability to undertake crisis intervention and work with individuals and families with complex needs.
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

- A degree qualification and/or Tertiary qualifications in Community Services or similar field demonstrated experience working in social service or case management role, human services and/or child protection setting. A lesser qualification would be considered where the applicant can demonstrate the acquisition of considerable skills and extensive and diverse experience relevant to the position.
- 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.
- The Family 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.
- 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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### 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.
- Identified referee 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](mailto:recruitment@wuchopperen.org.au)