Job Description Form
Aboriginal Homeless & Fringe Dweller Support Service (AHFDSS) Worker (SS-013)

Bega Garnbirringu HEALTH SERVICE

Sickness gets better.

Position Title	Aboriginal Homeless & Fringe Dweller Support Service (AHFDSS) Worker	Position Number	SS-013
Work Group:	Social Support Unit		
Work Unit:	Homelessness Program		
Reports To:	Homelessness Coordinator		
Supervisory:	No		
Award	Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) NES Fair Work Conditions Contract of Employment		
Position Term	Ongoing – 37.5 hours per week		
DATE:	08.11.2022	No of Pages	5
REVIEW DATE:	08.11.2023	STATUS:	Draft/Active/Under Review
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	/ /

VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to the Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary

environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.

PURPOSE OF THE POSITION

The purpose of this position is to provide immediate and rapid response to Aboriginal & Torres Strait Islander chronic rough sleepers. This position will form part of the Social Support Unit and overall Bega program area's that provide assertive outreach, triage and support with the aim of successfully transitioning people to safe accommodation and housing linked together with long term Emotional Social Well Being and Clinical Health programs as needed.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External:

- Liaise and maintain working relationships with a variety of organisations and stakeholder representative groups as required.
- Develop and maintain good client relationships as required.

Internal:

- Maintains close working relationships with AHRDSS Co-ordinator and team members;
- Maintains close working relationships all Social Support Unit employees;
- Maintains close working relationships with all BGHS employees.

RESPONSIBILITES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	❖ Establish and maintain relationships with the target group; and assess clients' needs to produce support plans; ❖ On a regular basis prepare or collect and deliver breakfast and to target group as required; ❖ Advocate for clients as required; ❖ Collate and provide information on hostel vacancies and housing rights to clients; ❖ Provide flexible and responsive outreach services to people experiencing homelessness as required to the identified target group; ❖ Establish and maintain relationships and referral pathways with internal and external service providers that deliver support services for the target group; ❖ Record and maintain client data base and provide reporting as required; ❖ Increase community awareness by providing education and support for homeless individuals and groups. ❖ Facilitate regular homelessness activities for Aboriginal & Torres Strait Islander individuals, families, and communities to promote inclusion and participation in healthier lifestyles; ❖ Work closely with other Bega programs to maximise community engagement activities and events; ❖ Comply with Bega policy and procedures currently in practice or that may be introduced from time to time; ❖ Work flexible work hours as required to deliver services to target group/s.
Reporting	❖ Ensure all reporting is collected, submitted and meets KPI requirements for BGHS and relevant funding agreements; ❖ Assist and or/provide regular reports as directed; ❖ Ensure regular data is input into databased or other computer software/programs as required;
Organisation and Administration	❖ Plan and establish priorities to ensure effective use of time; ❖ As a member of a small team, demonstrate flexibility in supporting the Social Support Unit delivery of services. ❖ Contribute to the ongoing development of internal policy and procedures; ❖ Attend and participate in staff meetings and complete staff surveys on request;
Communication	❖ Effectively communicate and maintain sound relationships with clients, stakeholders and all BGHS employee's; ❖ Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation; ❖ Display respect, empathy and understanding with all employees, Board Members and other stakeholders; ❖ Work collaboratively and cooperatively with team members to ensure quality outcomes;

	❖ Work collaboratively across organisation boundaries as required;
Education	❖ Attends relevant training courses and professional development including mandatory training as required by Bega;
Physical Environment and Safety	❖ Report and document incidents and accidents in accordance with Bega policies and procedures; ❖ Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level; ❖ Maintain a safe environment for all employees within Bega; ❖ Adhere to correct fire safety procedures and attend fire drills as required; ❖ Ensure compliance with Occupational Safety and Health (OSH) policies and procedures as set by BGHS and as set out under the OSH Act 1984.

COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- A qualification in Community Services or a proven commitment to issues surrounding homelessness with experience working with vulnerable people;
- A thorough knowledge of and experience in homelessness;
- Well-developed oral and written communication skills, including the ability to relate well to staff and to liaise effectively with key stakeholders;
- Demonstrated knowledge and understanding of cultural factors and social determinants particularly relating to Aboriginal & Torres Strait Islander Health;
- Demonstrated commitment to confidentiality and a high level of accuracy;
- Sound skills in problem-solving and the ability to effectively determine priorities to ensure deadlines are met;
- Work effectively as a member of a team in an environment of competing priorities;
- Current Police Certificate (within 3 months) and Working with Children Check;
- Current WA "C" Class Drivers Licence; (manual required)
- Ability to work outside of normal business hours.

DESIRABLE:

- Well-developed computer skills including the use of all Microsoft Office Suite

Conditions of Appointment:

Provide Bega Garnbirringu Health Service with the following requirements prior to commencement of employment;

- Valid Working with Children Check (WA)
- National Criminal History Check Certificate (Police Clearance - valid within 3 months)
- Current WA "C" Class Drivers Licence;

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____