

NEW HORIZONS enterprises limited

POSITION SPECIFICATION AND JOB DESCRIPTION		
CASE WORKER, INDIGENOUS FAMILY SUPPORT		
Authorised by:	Authorised on:	No of Pages: 4
Staff Signature:		

Mission Statement

The Mission of New Horizons is to provide quality support services to people with a disability or who are frail aged.

Title: Case Worker

Role Statement:

- **Aboriginal identity** - be accepted by the local Aboriginal communities in the local Richmond / Lismore region and be willing to share with the team the personal experience of living as an Aboriginal person within a different dominant culture.
- **Communication skills** – be able to talk with participants, family, carers and NHE team members in order to promote a culture of respect and understanding of participants with an Aboriginal background and their views and preferences.
- **Promoting a team culture** where team members explore their own attitudes, values and understanding of Aboriginal culture.
- **Develop community linkages** – using their skills and experience to facilitate and link team members with relevant Aboriginal community members and organizations to assist participants in their recovery journey.
- **Team Development** - promote culturally sensitive practice across the team by being able to explore, understand and share with the team, relevant local cultural beliefs and perceptions about physical and mental health, wellbeing, mental illness and how these impact on a person's recovery and the families' and communities' support and involvement.
- **Providing support and linking** team members, participants and members of the Aboriginal community together to raise awareness and understanding about the recovery journey and the importance of the participant's community involvement and support.
- **Representing the perspective of Aboriginal participants** to assist the team to understand how Aboriginality impacts on the participant and their family and community's acceptance and ability to support the participant in their recovery journey.
- **Participant and family support** – help the participant and family and community members as appropriate to understand the service system and how best to benefit from the services provided.
- **Educating the NHE team** about his/her personal experience of living as an Aboriginal person and raising awareness of their own and team members' cultural beliefs about relevant matters such as health, wellness, mental health and mental illness.
- **Group work** – lead and / or facilitate planning of group activities that support participants from an Aboriginal background in the program.

In this position an applicants race is a genuine occupational qualification and is authorised by section 14 of the Anti-Discrimination Act 1997, as amended.

This employment is conditional on the basis that a successful National Police Clearance and Working with Children Check has been received by New Horizons.

Qualifications:

Essential: Aboriginal identity
Diploma qualification in relevant discipline or commitment to obtain
Experience in case management
Experience in case work and delivering individualised and flexible programs
Knowledge of relevant local aboriginal community services and mainstream facilities
Knowledge of local community issues faced by aboriginal communities
Demonstrated ability to communicate and develop effective partnerships with local aboriginal communities and key stakeholders including government and non government partners
Understanding and knowledge of the Disability Service Standards and/or Mental Health Standards
Ability to represent New Horizons to Government and other organisations
Ability to work autonomously and be self motivated
Computer literacy including use of Word, Email and Internet
Current Drivers Licence and own vehicle

Desirable: Experience providing individual and group activities in the community

Objective of Position:

- To support aboriginal community members and their families who have or are experiencing mental health issues and increase access to mainstream and aboriginal services including health, welfare and social supports.

Aim of the Program:

- To deliver innovative and effective support services for aboriginal community members who have a diagnosis of mental illness. This will be achieved through holistic and cultural appropriate support for both the individual and their families to encourage self determination and recovery.

Reporting Relationships: Regional Coordinator

Hours of work: As per letter of offer

Industrial Agreement: New Horizons Workplace (Staff) Agreement 2002

New Horizons acknowledges the contribution made by all staff in achieving New Horizons goals in the delivery of quality care to service recipients. In order to meet your commitment to these goals you will be required to:

1. Work within the Mission and Philosophy of the Organisation

- 1.1 Work within the stated mission statement, philosophy and objectives of New Horizons.
- 1.2 Work according to New Horizons policies, procedures and protocols that are the basis of the relationship between the service recipient and New Horizons.
- 1.3 Understand the guidelines of the Disability Services Standards, Occupational Health & Safety and any other relevant legislation.
- 1.4 Promote and articulate the role and function of New Horizons with service recipients, colleagues, carers, other health workers and the wider community.
- 1.5 To liaise and promote New Horizons at other agency meetings.
- 1.6 Acknowledge and maintain confidentiality in accordance with New Horizons policy and procedures and relevant legislation.
- 1.7 Contribute to continuous improvement and the achievement of the 'Disability Services Standards' and other relevant Acts, Standards or legislation.

2. Work with Colleagues

- 2.1 Develop and maintain collaborative relationships with colleagues and others.
- 2.2 Practice a duty of care to colleagues by respecting each other's integrity and ability to contribute to a cohesive and harmonious team.
- 2.3 Accept and carry out designated tasks and responsibilities.
- 2.4 Assist in developing the competency of new or less experienced staff through the sharing of knowledge and by example.
- 2.5 Recognise and demonstrate leadership to resolve conflict in the workplace.
- 2.6 Use strategies to promote effective teamwork.
- 2.7 Demonstrate flexibility in work practices in order to support colleagues.
- 2.8 Contribute to continuous improvement by participation in committees and attendance at relevant meetings.

3. Demonstrate a Commitment to Personal and Professional Development

- 3.1 Work within your own professional code of practise.
- 3.2 Maintain skills and knowledge related to work role.
- 3.3 Attend relevant in-service education sessions.
- 3.4 Maintain own service and continuing education records and register a copy with the Departmental Manager.
- 3.5 Share knowledge and expertise with other members of the team gained through attendance at education forums.
- 3.6 Participate in regular performance reviews in accordance with New Horizons policy.
- 3.7 Provide the Corporate Services Department with copies of current 'Authority to Practise' or other relevant documentation where required.

4. Work within the Occupational Health and Safety Policy and Protocols of New Horizons

New Horizons has an obligation under Occupational Health and Safety (OH&S) legislation to provide a safe and healthy environment for all staff persons, service recipients and visitors.

As an employee you are required to become familiar with New Horizons Policies and Procedures and your OHS responsibilities.

- 4.1 Perform work activities and functions in a manner that promotes personal safety, risk management and quality assurance.
- 4.2 Support all persons involved in stressful situations.
- 4.3 Promote the OHS Policy and Procedures of New Horizons.
- 4.4 Ongoing commitment to Quality Assurance, Safety and Risk Management.
- 4.5 Identify and take action to address breaches of OHS Standards
- 4.6 Report all service recipient and staff incidents utilising the appropriate 'Incident / Accident Form'.
- 4.7 Promote a safe environment for service recipients and staff.
- 4.8 Follow organisational guidelines for safe manual handling.
- 4.9 Follow New Horizon's 'Emergency Evacuation Policy' and attend compulsory fire safety lectures and evacuation drills.

5. Meeting the requirements of the position

- 5.1 Assess, evaluate, plan and co-ordinate individualised participants personal plans in accordance with New Horizons policies, procedures and protocols
- 5.2 Promote strategies that enhances and improves the participant's' quality of life and that maximises their independence, self confidence and esteem
- 5.3 Mentor, support and provide advocacy, peer support, personal development, family relationship support and mediation
- 5.4 Identify opportunities to connect or reconnect participants to community services including support and services to develop or redevelop skills to promote independence and establish linkages in their community
- 5.5 Actively facilitate and refer participants to a range of mainstream and aboriginal services which may include: welfare and social support, family, health (including drug and alcohol), housing, child care, legal, clinical services, mental health and allied health services to assist with ongoing welfare, ensuring the service is integrated and complementary to other services in the community
- 5.6 To network and promote the program to mainstream and aboriginal organisations to provide the best possible outcome for clients.
- 5.7 Report to the Coordinator, State Manager, Human Resource Manager or the CEO any issues or concerns regarding agreed tasks or responsibilities.
- 5.8 Establish professional boundaries with participants, colleagues and other service providers.
- 5.9 Ensure your decision-making is based on current knowledge.
- 5.10 Prepare reports when required.
- 5.11 Maintain documentation for participants, in accordance with New Horizons policies, to render those records helpful and of proper value to other members of the team.
- 5.12 Use multiple approaches to gather data about participants including the use of programme tools
- 5.13 Use time management strategies to achieve role responsibilities.
- 5.14 Adhere to agreed hours of employment.
- 5.15 Any other reasonable duty relevant to your position.
- 5.16 Unpaid voluntary work is not permitted. **You must obtain approval to work overtime from the Manager.**

POSITION SPECIFICATION AND DESCRIPTION – CASE WORKER

Note: This job description will be reviewed regularly to ensure that it continues to reflect the requirements of the position and that it is meeting the needs of the Service Recipient