



Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

Job Description Form Aboriginal Community Connector

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



Respect

We show respect for a people, cultures and backgrounds

HEALTHY TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY MOB



Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

Work Group	Disability Support Services
Work Unit	Disability Support Services
Reports To	Disability Services Manager
Direct Reports	N/A
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	Grade: 3 Level: 1-4
Approved by CEO	27.05.2026

Team Structure



Position Purpose

The Aboriginal Community Connector plays a vital role in supporting Aboriginal people and families to access culturally safe, holistic, and responsive healthcare services while promoting trust, engagement, and community wellbeing. Working closely with clients, Elders, families, community groups, and health professionals, the Aboriginal Community Connector acts as a cultural liaison and advocate, helping to identify barriers to healthcare access and supporting individuals to navigate health and social support systems.

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role is aligned with all four Strategic Goals.



POSITIVE
CHANGE

Primary health Care

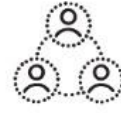
Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &
WELLBEING

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT
COMMUNITY

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY
TOGETHER

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

Key Stakeholder Relationships

External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Responsibilities of this Position

Aboriginal Community Connector

- Delivers essential community services by providing transport to a safe place, diversion from unsafe situations, referrals to complementary services, mediation or de-escalation where safe to intervene for people who are at risk of harm and assistance to community members to attend local events and activities in the regions.
- Provides critical front-line services to clients with circumstances that include alcohol consumption, use of other drugs and substances, anti-social behaviour and mental health issues.
- Willingness to work either part-time or casual, according to a roster, with some shifts extending into the evening.
- Ensures community 'linkages', assisting community members to identify, contact and engage with type and scope of services they require.
- Conduct community outreach and engagement activities to increase awareness of available services and supports.
- Assist clients in navigating healthcare systems, appointments, referrals, transport, and followup care.
- Work collaboratively with internal teams, external agencies, and partner organisations to improve client outcomes.
- Advocate the needs, rights, and perspectives of Aboriginal clients and communities.
- Act as a cultural liaison between clients, community members, and healthcare staff to support culturally safe service delivery.

Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.

- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves

intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

General

- Demonstrate a strong commitment to uphold and contribute to the organisation’s mission, objectives, and values.
- Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
- Attend and participate in professional development activities including workshops and training as required.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.

Please note: This is a summary of key responsibilities and may not encompass all duties associated with the role.

Position Performance Indicators

The below Key Performance Indicators (KPI’s) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPI’s are to be assessed in line with the organisation’s performance development framework.

Key Result Area	Key Performance Indicators
Cultural Safety & Advocacy	<ul style="list-style-type: none"> • Advocate effectively for Aboriginal clients to ensure their cultural, social, and healthcare needs are recognised and addressed. • Provide cultural guidance and support to staff and stakeholders where appropriate. • Promote culturally safe and respectful practices across the organization.

Compliance & Reporting	<ul style="list-style-type: none"> • Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements. • Comply with organisational policies, confidentiality requirements, and relevant legislation.
Client Support & Access to Services	<ul style="list-style-type: none"> • Support clients to attend appointments, crisis services, referrals, and follow-up care as required. • Assist clients to access appropriate healthcare, social, and community support services in a timely manner. • Improve client engagement and reduce barriers to accessing healthcare services.
	<ul style="list-style-type: none"> • Apply a person-centred approach in all areas of service delivery.
Quality Management System (QMS)	<ul style="list-style-type: none"> • Ensure all tasks assigned to this position are completed within a six (6) week period. • Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.

Competency Profile for this Position

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

Qualifications, Skills, Experience and Knowledge

Essential

- An unrestricted and current C class drivers license.
- Excellent interpersonal skills, with motivation and passion for community-focused work.
- Ability to remain calm under pressure, providing support to complex individuals in a variety of settings, including working with people who are experiencing a crisis.
- Ability to manage conflict within a diverse team and a large organisation.
- Proficient written communication skills including the ability to write clearly and concisely, prepare complex written reports and manage the output of quality information.
- De-escalation, negotiation and consultation skills, along with the ability to proactively establish and sustain effective stakeholder relationships.
- Substantial experience in the development, review and implementation of policies and strategies with a sound understanding of Aboriginal Community Controlled Health Services and processes.
- Ability to work well and foster a strong working relationships.

- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

Desirable

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Possession of a certificate level qualification (or higher) in community services, mental health or related fields.

Practical Requirements

- Some work out of normal hours of duty will be required.
- Intra and inter-state travel including overnight absences will also be required.

EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check (current within the previous 3 months, or willingness to obtain
- Valid Working with Children Check
- Current AHPRA Verification Check
- Current and Valid Driver’s License
- National Disability Insurance Service Check
- Other

Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	