



## Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

# Job Description Form SEWB Case Worker

## 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



MY  
MOB

### Passion

We are deeply motivated to achieve outcomes



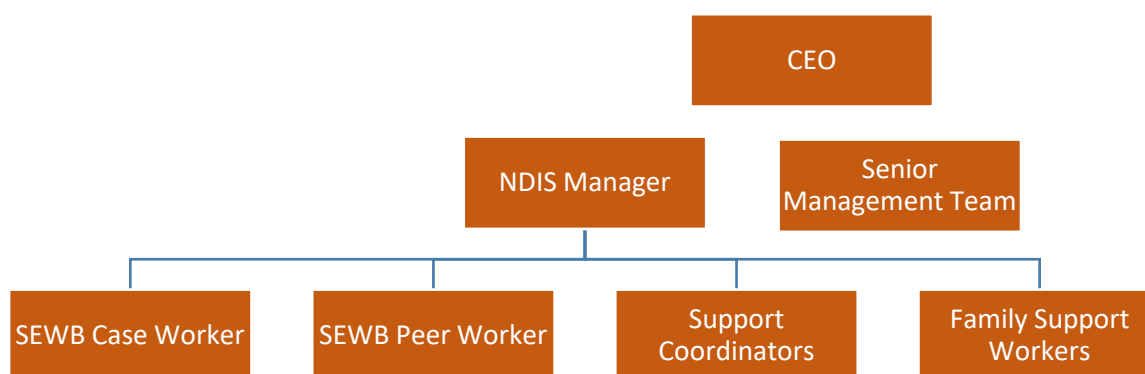
HEALTH &  
WELLBEING

### Equality

We strive for equality, fairness and empathy for all people

|                             |                                                                                                                                                    |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
|                             |                                                                                                                                                    |
| <b>Work Group</b>           | Social & Emotional Wellbeing                                                                                                                       |
| <b>Work Unit</b>            | - NDIS                                                                                                                                             |
| <b>Reports To</b>           | SEWB & Disability Services Manager                                                                                                                 |
| <b>Direct Reports</b>       | N/A                                                                                                                                                |
| <b>Award / Agreement</b>    | <i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i> |
| <b>Award Classification</b> | Grade 4 - \$85,900 - \$91,192 dependent on qualifications                                                                                          |
| <b>Approved by CEO</b>      | 03.10.2025                                                                                                                                         |

### Team Structure



### Position Purpose

The Social and Emotional Wellbeing (SEWB) Case Worker provides integrated SEWB services to individuals, families and community through early identification and interventions designed to strengthen social and emotional wellbeing.

The SEWB Case Worker ensures the focus of care is on the needs of Aboriginal and/or Torres Strait Islander clients within the context of their cultural identity and social circumstances; and works as part of the wider OVAHS team in providing a quality and client focused environment.

*OVAHS is committed to improving employment opportunities and outcomes for Aboriginal and Torres Strait Islander people. As a measure to achieve equality and support, Section 51 of the Equal Opportunity Act 1984 (WA) will apply to this position. Aboriginal people are encouraged to apply.*

## 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

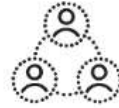
Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



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

### SEWB Case Worker

- Work closely with and is supervised by the SEWB Manager in implementing and delivery of the AOD and SEWB programs.
- Adhere to the SEWB and AOD policies as documented in the doc\_319\_Service Provision SEWB/MH/AOD policies and procedures.
- Work closely with other OVAHS Social Support Unit workers, OVAHS clinical workers liaises with other government and non-government agencies to support Aboriginal and/or Torres Strait Islander clients with their SEWB.
- Undertake a caseload involving assessment, following referral pathways and case management of clients.
- Follow the procedures of the SSU that direct practice including work plans and KPI's.
- Work appropriately within culturally accepted practices and at all times; provide culturally accepted practice to Aboriginal and Torres Strait Islander families and communities.
- Participate in the delivery of health promotion and educational sessions for individuals and groups.
- Keep up to date records of all client contact and education sessions.
- Report, as directed, to line manager on service delivery data and KPI's.
- Provide leadership and support to new and junior workers.

### 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.

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## 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.*

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## 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                                                                                                                                                                                                                                                                 |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SEWB Case Work</b>                  | <ul style="list-style-type: none"><li>• A minimum of 20 individual client cases per year.</li><li>• A minimum of 75 client contacts per year.</li><li>• A minimum of 20 group activities per year.</li></ul>                                                                               |
| <b>Compliance &amp; Reporting</b>      | <ul style="list-style-type: none"><li>• Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.</li></ul>                                                                                     |
| <b>Quality Management System (QMS)</b> | <ul style="list-style-type: none"><li>• Ensure all tasks assigned to this position are completed within a six (6) week period.</li><li>• Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.</li></ul> |

## 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**

- Experience working in Health, Education, AOD, Mental Health, SEWB, Counselling or Social Services.
- Practice in accordance with relevant legislation, policies, procedures, guidelines, standards, codes of ethics/conduct and statutory requirements.
- Knowledge and understanding of the issues pertaining to the social and emotional wellbeing of Aboriginal and/or Torres Strait Islander people in rural and remote areas.
- Demonstrate knowledge of Aboriginal Community Controlled Health Organisations
- Ability to support clients, with SEWB issues, to make positive changes to their lives.
- Ability to support people about sensitive and personal issues in a non-judgmental way.
- Willingness and ability to work with client on outreach visits as well as at OVAHS offices.
- Good literacy and computing skills relevant to recording in clients notes, keeping data and contributing to reports.
- Possess good interpersonal and communication skills.
- Excellent time management skills and the ability to manage a caseload.
- An understanding and acceptance of the role of supervision and professional development in the workplace
- Ability to work independently and within a multidisciplinary team in the context of holistic health services.
- Experience in participating in presenting training and educational activities.
- Can work, for short periods, under extreme weather conditions when on outreach and community visits.

### **Desirable**

- Qualifications in and/or working towards achieving Certificate 4 in area relevant to AOD, SEWB Mental Health or Social Work.
- Identifies as a person of Aboriginal or Torres Strait Islander descent.

### **Practical Requirements**

- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

### **Administrative**

- Maintain statistics, administrative records, and client documents as per OVAHS policies and procedures.

- Produce report for OVAHS and funding bodies as required.
- Ensure maintenance of equipment, including IT equipment, vehicles, and phones.
- Advise line manager regarding equipment/resources requirements.
- Perform office duties including, but not limited to, photocopying, faxing, laminating, and processing paperwork.
- Produce minutes for meetings as requested.

#### 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