



Ord Valley Aboriginal Health Service

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OVAHS JOB DESCRIPTION

1. General Details

Position Title: Family Support Worker

Area/Unit: Early Childhood Supports – Health Programs

Line Manager: SEWB & Disability Services Manager

Award: ACCHS Award

Employment Type: Full time

2. Position Overview

- The Family Support Worker works closely with the Early Childhood Support Allied Health Team to provide early childhood support services for children living with developmental delay up to the age of 7 years. The Family Support Worker assists the Allied Health team to deliver therapy sessions to the child and keeps a close relationship with the family when the Allied Health team are not in community. The Family Support Worker attends groups such as Kindilink and mums and bubs to give information and talk about the program or any childhood developmental issues that might be worrying a family or teachers. This position will work out of the clinic but is an outreach role.

3. Key selection criteria

Essential:

- Proven ability to communicate and work effectively with a range of Aboriginal languages and family groups.
- Ability and experience working within a team environment.
- Ability to assist in delivering information to families, children, and community groups.
- Excellent verbal and written communication skills
- High level integrity in maintaining community and organisational confidentiality.
- Current C-Class WA driver's license
- Current Working with Children Check
- Current National Police Clearance

Desirable:

- HLT40113 Cert IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- Certificate III in Community Services

4. Legal Compliance
<ul style="list-style-type: none"> • Hold a National Police Clearance (current within the previous 3 months) • Hold a current and valid Working with Children Check • Hold a current C-Class driver's license.
5. Position Duty Statement
<p>1. Develop relationships and improve communication between participants and service providers.</p> <ul style="list-style-type: none"> • Communicate with families and children openly and with respect for differences in personal, family, and cultural beliefs and values. • Assist in increasing the uptake of existing and new children with possible developmental delay obtaining Early Childhood Support services. • Remind mothers when and why their children are due for appointments with allied health personnel. • Work closely with the ECS Allied Health Team and the clinic staff. • Advise ECS Allied Health team about issues a family may be having problems within regard to their child. • Attend the school regularly with the Child Health Nurse to give information sessions on Childhood Development. • Provide cultural advice and guidance to the ECS Allied Health team on how best to engage with families. <p>2. Facilitate the continuity of care and care coordination for participants accessing the Early Childhood Support Services</p> <ul style="list-style-type: none"> • Advise ECS Allied Health Team when children on the program either leave or return to the community when appointments are booked. • Encourage families to access the Early Childhood Support Services if they sense their child may have a disability or developmental delay. <p>3. Facilitate and participate in the delivery of Early Childhood Support programs.</p> <ul style="list-style-type: none"> • Participate in community based and outreach programs related to health promotion aimed at Early Childhood Development for children living developmental delay up to the age of 7 years. <p>4. Comply with the organisational requirements of the position.</p> <ul style="list-style-type: none"> • Participate in team meetings. • Follow OVAHS policies and procedures. • Participate in Early Childhood Development training and workshops. • Participate in continuous quality improvement programs.
6. All Staff Duty Statement
<p>General Duties</p> <ul style="list-style-type: none"> • Follow the policies and procedures documented in the OVAHS Quality Management System (QMS) and practice in accordance with guidelines, standards, code of ethics/conduct and statutory requirements applicable to your role as an OVAHS employee. • Behave in a manner appropriate and respectful to local culture including gender sensitivities during work time and while representing OVAHS in the community.

- Participate in professional development activities and supervision as required.
- Undertake specific after-hours work, including attendance at training as required.
- Attending internal and external meetings as requested.
- Undertake relevant and appropriate multi-functional duties.
- Report relevant clinical cases or issues to line manager which may have possible legal implications.
- At all times maintain a professional relationship with patients, other employees, and visitors to OVAHS.
- Promote positive public relations with patients, peers, government and non-government agencies and services to achieve equitable outcomes for patients.
- Perform other duties as directed by Senior Management.

Governance: Organisational Safety and Quality Requirements

- Participates in the maintenance of a safe work environment and recognises acts on risks.
- Participates in an annual performance development review.
- Supports the delivery of safe and effective patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the ISO 2015: 9001 and RACGP 5th edition standards and the delegations on the Quality Management System (QMS).
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with credentialing, Government Standards of Health Care Provision, OVAHS Organisational and, Area / Program specific policies and procedures.
- Abides by the OVAHS Code of Conduct, National Health Practitioners Boards' Codes and Guidelines, Occupational Safety and Health Legislation, Disability Services Act, Road Traffic Act, and the Equal Opportunity Act.

Governance: Cultural Safety and Quality Requirements

- Participate in cultural safety and competence training and staff development.
- Respect and abide by the direction of Aboriginal employees in matters related to cultural safety.
- Support language access and communication.
- Forward grievances and complaints to allocated Senior Aboriginal employee.
- Support the input and participation, from the Aboriginal community and patients, in the development of continuous quality improvement in culturally safe services.

Administrative Duties

- 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 and resources, including clinical equipment, IT equipment, vehicles, and phones.
- Perform office duties including, but not limited to, photocopying, faxing, laminating, processing paperwork and producing minutes for meetings as requested.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated between both parties to meet the ongoing needs of the organisation.

7. Certification

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

As occupant of the position, I have noted the statement of duties, responsibilities, and other requirements as detailed in this document.

Name:

Position:

Signed: _____ **Date** ____/____/____

Name:

Position: Chief Executive Officer

Signed: _____ **Date** ____/____/____