

TITLE	Aboriginal Service Support Officer
DIVISION	South Coastal Babbingur Mia
REPORTS TO	Program Manager
SALARY DETAILS	Aboriginal Community Controlled Health Services Award 2010; Administrative Grade 3
SALARY RANGE	<p>\$46,410 full-time (37.5hrs pw)</p> <p>As a charity \$15,900 is tax free through Salary Sacrificing providing a potential saving of \$4,609</p> <p>Refer:https://salarysolutions.com.au/salary-packaging/salary-packaging-calculator/</p> <p><i>5 weeks annual leave, Birthday leave, Personal Leave</i></p> <p><i>Superannuation</i></p>
HOURS	30 hours per week
DATE OF DOCUMENT	June 2018

About South Coastal Babbingur Mia (SCBBM)

The South Coastal Babbingur Mia provides outreach services to the Aboriginal and Torres Strait Islander community in the Rockingham and Kwinana area. Services provided include maternal and child health, adult health assessments, advocacy, AOD and mental health services This Aboriginal Health program is funded by the Indigenous Australians Health Programme (IAHP), and is one of five programmes provided by South Coastal Health and Community Services and as such is subject to reporting requirements and on-going funding.

The Role

The role of Aboriginal Service Support Officer is to provide “in home” and “in clinic” administrative and support to staff, in the delivery of services to Aboriginal and Torres Strait Islander families in Kwinana, Rockingham and surrounding areas.

The Service Support Officer will work alongside and support clinical staff working within the Aboriginal Health team. The role supports collaborative relationships with other service providers and the local Indigenous community. It also provides support and knowledge to staff in relation to the services within the community for families and provides transport.

Direct reports:

- Nil

Indirect reports:

AGREEMENT

OCCUPANT	REPORTS TO
(signature)	(signature)
Date:	Date:

KEY RESULT AREAS

Area 1: Individualised Support Services	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> 1. Provide administration support to staff in South Coastal Babbingur Mia and South Coastal Health and Community Services as and when required. 2. Provide flexible support and guidance to individuals, families and carers to assist in addressing their social, emotional and physical needs. 3. Maintain client records and statistical data in accordance with established SCBBM procedures and program requirements. This includes session notes, records of phone and written communication regarding the client, signed consent forms and any authorities to release information, client demographic forms, etc. 4. Participate in clinical meetings where required. 5. Work in collaboration with the Midwife, Child Health Nurse, Aboriginal Health Practitioners and Advocacy Officer as part of the Aboriginal Health team to deliver coordinated care and enable a streamlined client journey across services 6. Assist with frontline transport of clients to medical appointments as required 7. Provide information to all clients accessing the Aboriginal Health and South Coastal Women's Health Services 8. Liaise with clients with regards appointments, home visits and transport requirements. 9. Maintain a well informed and culturally appropriate library of resources relevant to health and lifestyle issues 10. Provide support to the Advocacy Officer by assisting Aboriginal people to navigate pathways to access health services/practitioners and external agencies 11. Schedule, organise and provide administrative support for staff meetings and training as requested by the Service Coordinator. 12. Coordinate and maintain an effective booking system for client appointments, transport and staff vehicles.
Area 2: Organisational Support	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> 1. Contribute to the development and design of educational material, programs, and presentations as required. 2. Assist in coordinating and participate in community events as required to promote SCBBM and the programs. 3. Actively participate in health promotion events and expos 4. Participate in multidisciplinary team meetings with professional colleagues at SCBBM. 5. Assist Service Coordinator and clinical staff with retrieval and collation of statistical data required for funding reports 6. Assist Service Coordinator with research, reporting and tender submissions. 7. Co-ordinate and redirect appropriately all website, telephone and face to face enquiries using verbal and electronic communication. 8. Co-ordinate and redirect appropriately all incoming and outgoing referrals, ensuring all referrals are scanned into the clients records. 9. Liaise with Service Coordinator to ensure all marketing and communications concerning supplies and correct information. 10. Assist clinical staff to manage recall system and client follow up. 11. Assist staff with training/instruction on Communicare to ensure that all data is correctly recorded as per legislative and funding requirements. 12. Assist clinical staff with maintenance checks on equipment used within the service 13. Site overview and being the main contact person for site issues. 14. Maintain administrative systems. 15. Process and maintain stationary supplies.
Area 3: Community Engagement	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> 1. Engage in and comply with appropriate verbal and written communication with GPs, other health professionals, legal professionals, educational institutions, etc. as necessary in accordance with appropriate client management, SCWHS program requirements, and legal demands.

	<ol style="list-style-type: none"> 2. Liaise with relevant community groups, health professionals and establish relationships with mainstream organisations and agencies 3. Attend multi-disciplinary inter-agency meetings in local area as required 4. Liaise with Aboriginal communities and organisations to ensure strong positive links and exchange of appropriate and accurate information 5. Participate in relevant seminars and expos. 6. Participate in case management and service provider care coordination meetings as advocated by the families and case workers.
Area 5: Workplace Environment	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> 1. Foster and promote a collaborative team environment within the workplace. 2. Enact and promote South Coastal Health's values and ethos in all behaviour, relationships and communication. 3. Fulfill employee requirements under Section 20 of the Occupational Safety and Health Act 4. Maintain a tidy and comfortable reception area for clients. Supervise and direct external contractors working on site.
Area 6: Self- Development	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> 1. Engage in regular supervision on client and program matters with the Clinical Services Coordinator. 2. Attend training/development sessions as required 3. Identify and access support as required 4. Manage own time and priorities

SELECTION CRITERIA

Qualifications and Experience:

- Administration qualification to at least Certificate IV in Business Administration and/or more than three years' experience in a similar role.
- Previous experience working in an Aboriginal Health Service or with Aboriginal people, in particular with vulnerable families and children that have a range of complex needs
- Medical reception experience
- Experience in data collection techniques
- Experience in quality management systems
- Experience with computer based client management systems

Skills and Knowledge:

- Particular experience and an understanding of issues affecting the health and well-being of Aboriginal and/or Torres Strait Islander families and children
- Experience in delivering community based health promotion programs in cross cultural settings
- Well-developed communication and interpersonal skills, including the ability to liaise effectively with staff, other health professionals, and external agencies both on individual client management matters and on general service issues.
- Demonstrated knowledge and understanding of Aboriginal culture, family and community structures
- Demonstrated ability in communicating/consulting with Aboriginal people and communities
- Well-developed skills in Microsoft office suite, including Excel, Word, PowerPoint, Access.
- Ability to work both as part of a team and with a high level of independence and autonomy when required.
- High level organisation and time management skills
- Ability to collate and interpret statistical information and present reports



Aboriginal Service Support Officer



APPOINTMENT CRITERIA

- Current Working with Children Check (WWCC).
- National Police Clearance (less than three years old).
- 100 Point Identification Check.
- If not an Australian Citizen: proof of Visa status.
- Current C class driver's Licence