Position Description:
Aboriginal Health & Liaison Worker

Vision: A community where all young people are valued included and have every opportunity to thrive

Purpose: To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

Values:
- **Honesty**: We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation
- **Empowerment**: We create a positive environment for staff and young people to make valuable contribution
- **Acceptance**: We accept and value the diversity of people, cultures and life’s experience
- ** Respect**: We respect the rights of others and treat others as we would like to be treated

Location: headspace Frankston, 62 Playne Street Frankston

Employment Status: Full time 1.0 FTE (76 hours per fortnight) with some out of hours work required. Fixed term contract to 30 June 2018, secondment considered. An extension of contract is contingent on ongoing funding.

Remuneration: Annual salary (SCHCADS Level 5) dependent on qualifications and experience, plus 9.5% Employer superannuation, attractive salary packaging

Responsible to: headspace Frankston Manager

Direct reports: NIL

Background: The headspace model brings together key organisations experienced in the delivery of primary health, mental health, alcohol and drug services, social welfare, vocation and education for young people.

headspace Frankston is governed by a consortium of 11 local agencies, with YSAS Pty Ltd as the lead agent. This strategic alliance has established a community of collaborative youth services, supporting access to and the delivery of comprehensive coordinated early intervention services for young people aged 12 – 25 years, in the Frankston Mornington Peninsula region. YSAS is contracted by the South East Melbourne Primary Health Network (SEMPHN) to deliver on core headspace programs locally.

Dandenong and District Aborigines Cooperative Limited (DDACL) has sub-contracted headspace Frankston (YSAS Pty Ltd) to deliver the Mental Health Services for
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Aboriginal & Torres Strait Islander People Activity 1: Improved access to integrated pathways – headspace Frankston program, commissioned by South East Melbourne Primary Health Network as detailed in the approved work and evaluation plan and budget. The objective of this project is to enhance access to and better integrate Aboriginal and Torres Strait Islander mental health services at a local level facilitating a joined up approach with other closely connected services, including social and emotional wellbeing, suicide prevention and alcohol and other drug services.

Primary Purpose: The Aboriginal Health & Liaison Worker role has been resourced to enhance the capacity of the headspace primary platform to be more responsive to the mental health needs of young people aged 12 – 25 years from Aboriginal & Torres Strait Islander background.

The Aboriginal Health & Liaison Worker will have the capability to respond one to one and in group settings, to the unique issues that Aboriginal and Torres Strait Islander young people face, including consideration of intergenerational trauma, stigma, alcohol and other drug issues and engagement in education or employment.

The position seeks to improve Aboriginal and Torres Strait Islander young people’s mental health outcomes, support engagement within community and cultural connection, facilitate access to health care via integrated clinical and referral pathways; provide young people with a positive experience of help-seeking; promote an integrated approach to care informed by the social determinants model of health for Aboriginal and Torres Strait Islander young people in support of a healthy transition to adulthood.

As a member of our multidisciplinary clinical team the Aboriginal Health & Liaison Worker will actively support our quality work plan and continuous improvement activities directly related to the delivery of culturally safe practice within our service.

Key Responsibilities: Coordinate and deliver direct client service activities and support.

Support Aboriginal and Torres Strait Islander youth service development & promotion locally.

Enhance access to and support the development of integrated mental health referral and clinical pathways for Aboriginal and Torres Strait Islander youth.

Develop professional rapport and shared business rules with other closely connected and co-located services including social and emotional wellbeing, suicide prevention and alcohol and other drug, vocation & education services for Aboriginal and Torres Strait Islander youth.
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### Aboriginal Health & Liaison Worker

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| Direct Service Activities | • Provide one-on-one support to young people within the Youth Health Clinic.  
• Initiate or contribute to screening & assessment of young people, care plan development and coordination.  
• Provision of primary health care, support, brief interventions, information and resources to young people.  
• Assist young people to access and link with a range of services and therapeutic programs that ensure coordinated care for the individual’s identified needs.  
• Facilitate the development of basic life skills for young people.  
• Work cooperatively with and support the Aboriginal and Torres Strait Islander Outreach Worker.  
• Able to work flexibly to respond to the needs of an Aboriginal and Torres Strait islander young people spontaneously. This may include, drop-in presentations, secondary consultation with other service providers or as required in a GP or other health professional consultation.  
• Willingness to work outside of a structured environment for the engagement of Aboriginal and Torres Strait islander young people and key stakeholders i.e. outreach to local health organisations and schools.  
• Provide advice in the clinical review process on the suitability of programs for young people.  
• Facilitate interventions to individuals or small groups of young people who do not have access to other youth services. This may include assertive outreach or as a prelude to joining the hsF service or group programs. | • Facilitate multidisciplinary care through care coordination.  
• Attendance at handover & clinical case review.  
• Culturally safe and appropriate practice at all times.  
• Maintain Electronic Medical Record (EMR) & data collection.  
• Support referral to and delivery of 2-3 therapeutic group programs annually.  
• Delivery of at least one mental health promotion activity per term (Boost Your Mood).  
• 70% of young people engaged show improved mental health, wellbeing, functionality & health literacy.  
• Increased number of young people identifying as Aboriginal or Torres Strait Islander at hsF. |
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### Aboriginal Health & Liaison Worker

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<td><strong>Support and Advocacy</strong></td>
<td>• Support young people to feel comfortable and safe to engage with our health professionals, youth workers and the environment in which we deliver services.</td>
<td>• Young people supported in linkages to headspace Frankston services, group programs of other community services and programs.</td>
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<td>• Work collaboratively within our multidisciplinary team to support decision making processes with our young people and their families/carers.</td>
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<td>• Advocate on behalf of the young person with workers, schools, employers and other services as required.</td>
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<td>• Support cultural connections for young people.</td>
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<td><strong>Health Promotion &amp; Community Engagement</strong></td>
<td>• Inform the development, facilitation and evaluation of an evidence based, innovative and responsive social, activity and therapeutic groups program in collaboration with the broader youth team.</td>
<td>• Inform and disseminate health promoting information, resources and brief intervention sessions.</td>
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<td>• Participate in health promotion program development, implementation and evaluation.</td>
<td>• Inform and support the facilitation of hsF community engagement activities.</td>
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<td>• Facilitate or coordinate the provision of information, resources and brief interventions relating to mental health, drug and alcohol or other youth health issues to schools, community organisations or community events as directed.</td>
<td>• Assist to build capacity of workforce to deliver Boost Your Mood Brief intervention sessions.</td>
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| **Team & Culture Capacity Building** | • Provide input to quality improvement and workforce development plans that support enhanced cultural safety and responsive practice of the hsF team.  
• Foster and facilitate a co-operative team environment which values collaboration to ensure the focus on efficient systems and needs of young people and the wider headspace Frankston team.  
• Participate in ongoing planning, development and implementation of clinical services and integration at headspace Frankston for Aboriginal & Torres Strait Island young people. | • Attendance or completion of hsF staff mandatory training requirements.  
• Contribute to individual & team work plans including participation in yearly performance review.  
• Contribute to evaluation practices for service delivery and groups as required. |
| **Service Development & Promotion** | • Participate in the ongoing development of the Aboriginal Youth Health Clinic services and model of care  
• Support pathway development and uptake of MBS funded primary healthcare services offered by GPs, Nurses and AHW by Aboriginal and Torres Strait islander young people.  
• Key worker collaboration, creating cohesive pathways and wrap around support by a ‘no wrong door’ and ‘warm’ referral onsite to better address the mental, physical and sexual health, AOD, education and vocational needs for Aboriginal and Torres Strait islander young people as they arise.  
• Facilitate relationship building between headspace Frankston, key organisations, community and Aboriginal and Torres Strait islander young people. | • Attendance at Youth Health Clinic, Intake & hsF team meetings.  
• Development of a mental health promotion plan for Aboriginal and Torres Strait islander young people.  
• Ongoing review and development of clinical and referral pathways for Aboriginal and Torres Strait islander young people engaged with hsF.  
• Monthly contact with key Aboriginal organisations and workers i.e. DDACL, KESO’s, Gathering Places. |
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<td><strong>Service Development &amp; Promotion (cont)</strong></td>
<td><strong>Increasing our reach, relevance and responsiveness within the local community.</strong></td>
<td><strong>Active Engagement with at least 1 x FCC Secondary School Wellbeing team and Aboriginal and Torres Strait islander students each term.</strong></td>
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<td><strong>Referral Networks &amp; Pathways</strong></td>
<td><strong>Support referral and linkages to a range of youth services within headspace Frankston and partner agencies.</strong></td>
<td><strong>Develop collaborative partnerships with relevant stakeholders.</strong></td>
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<td><strong>Develop and support collaborative relationships with key stakeholders to enhance service co-ordination.</strong></td>
<td><strong>Develop and maintain formal &amp; informal networks in order to maintain positive relationships.</strong></td>
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<td><strong>Provide secondary consultation to internal and external services providers.</strong></td>
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<td><strong>Attendance at stakeholder meetings as requested (FMP Aboriginal Action Group, Aboriginal Health Alliance, YWSAG).</strong></td>
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<td><strong>Continuous Improvement</strong></td>
<td><strong>Actively support and participate in building the cultural safety and responsiveness of our existing workforce team.</strong></td>
<td><strong>Ensure all work complies of the relevant legislation/regulations, YSAS’ policies and procedures.</strong></td>
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<td><strong>Contribute to continuous quality improvement in relation to service delivery.</strong></td>
<td><strong>Ensure confidentiality of documentation is maintained.</strong></td>
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<td><strong>Developing linkages with referral services.</strong></td>
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<td><strong>Apply the Young People’s Charter of Practice Principles in all aspects of role.</strong></td>
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<td><strong>Participation in evaluation and ongoing monitoring of the program.</strong></td>
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<td><strong>Include clients in the evaluation of the service where appropriate.</strong></td>
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| Professional Conduct and Relationship Management | • Adhere to all YSAS’ policies and procedures including the Code of Conduct, Safeguarding Young People policy, Confidentiality Agreement, OHS & EEO policy.  
• Demonstrated commitment to YSAS’ organisational values  
• Provide highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves.  
• Work within the YSAS framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.  
• Undertake proactive identification and on-going management of stakeholders, including suppliers and auditors.  
• Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services.  
• Model appropriate behaviour and facilitate positive communication with young people. | • On every occasion YSAS is represented ethically and professionally.  
• Good working relationships with stakeholders.  
• Organisational needs understood.  
• Minimum of two key stakeholder contacts weekly. |

**Position Requirements**

| Personal qualities | • Identify as an Aboriginal or Torres Strait Islander person (preferred)  
• A team player, able to work in a collaborative way.  
• Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion.  
• Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. |

| Other Requirements | • Current Victorian Driver’s Licence  
• Current and ongoing successful National Police check  
• Current and ongoing Working With Children Check  
• Current First Aid (Level 2) certificate |
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#### Key Selection Criteria

| Education | • Relevant health practitioner qualifications for the role, and adherence to professional registration requirements  
• Current or eligible for full registration with the Australian Health Practitioners Regulation Agency (AHPRA) or Australian Association of Social Workers (AASW) |
| Experience | • Demonstrated experience in primary health and youth work practice  
• Demonstrated experience and understanding of engagement issues related to Aboriginal and Torres Strait Island youth  
• Experience in delivery of brief interventions or health promoting programs to individuals, within a 1:1 consultation, group or community engagement environment  
• Demonstrated experience working with Aboriginal youth with mental health, alcohol and other drug and or other social issues.  
• Experience and willingness to work independently and as a part of a multidisciplinary mainstream team |
| Knowledge and Skills | • Ability and experience to undertake health screening and risk assessment activities, including a bio-psychosocial assessment to determine clients’ needs, care and safety planning, co-ordination and referral pathway options.  
• Exceptional interpersonal skills with the ability to work with a diverse range of people, in particular engage with Aboriginal and Torre Strait Islander young people and advocate on their behalf.  
• Commitment to the principles of equity, diversity and OHS  
• Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and their families.  
• Experience in the use of electronic medical record keeping and data collection  
• Ability to work with confidential and sensitive information  
• Ability to work independently and part of a multidisciplinary team |
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I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

SIGNED

______________________________  ________________________________
Aboriginal Health & Liaison Worker   headspace Frankston Manager
Name:                             Name:
Date:                             Date: