



Position Title:	Community Connections Worker
Supervisor:	Services Coordination Manager
Classification:	HPCS 2.1 – 2.4
Salary:	Base Salary: \$64,356 - \$69,260 Total Salary: \$71,769 - \$77,238 Note: Total salary includes leave loading and superannuation
Location:	Various Clinic Locations
Date Reviewed	October 2020

ROLE PURPOSE:

Support clients with a disability to build their capacity by ensuring they have the knowledge, skills and confidence they need to gain access to the NDIS Scheme. This will be achieved by providing Information, Linkages and Capacity building for Danila Dilba Health Service clients with disabilities to support them to become more confident to engage with NDIS and be successful in accessing all services under the NDIS within their communities.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic Imperatives

Awareness and understanding of DDHS strategic plan.

Contribute to developing and implementing strategies to meeting goals set in the provision of comprehensive primary health care to the Indigenous people of the Greater Darwin Area.

Client Care

Work in the clinic team context supporting clients by outreaching into communities providing Information and linkages for DDHS clients with disabilities in accordance with their care plan including:

- Providing Information of the National Disabilities Scheme and services clients can access under the NDIS.
- Assist children, young people, parents, families care givers to have the knowledge of the NDIS services that are available in their communities.
- Involving the client's family / carer as appropriate in broadening their linkages and capacity building within their community to seek NDIS services and support.
- Linking Aboriginal and Torres Strait Islander community people who are 'not eligible' for NDIS to community mainstream supports.
- Providing appropriate information and assistance consistent with the requirements of the role (this may be in the client's home or clinic setting)
- Maintaining quality client medical records
- Understand how the social determinants of health (environment, economic and social inequalities) have a profound impact on the health and wellbeing of Aboriginal and Torres Strait Islander clients.
- Employ a holistic, culturally appropriate approach to the client, drawing out cultural or social issues which may be impacting the client.

- In consultation with other team members, work to develop and implement solutions to client needs (e.g. referral to relevant service providers for support regarding accommodation, finances, well-being and daily living, etc.)
- Provide information to the broader DDHS Team of the practical realities facing the client to build a culturally sensitive health plan which increases client ownership and self-determination.
- Use sensitive communication (yarning) approaches to check a client's understanding of their issues and any medical treatment or medications required to improve their health.

Service Quality and Continuous Improvement

- Participate in service reviews and evaluations to ensure services are routinely evaluated and stakeholder surveys are undertaken and acted upon
- Contribute to the implementation / review of policies, procedures and required practices
- Identify issues and problems that may impact on work objectives and modify approach in order to respond to changes in requirements
- Contribute to a culture of innovation, quality and continuous improvement across the organisation
- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Human Resources Management

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

Communication and Teamwork

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members as required and undertaking other key responsibilities or activities as directed by your supervisor.
- Be responsible for maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

Safe Practice and Environment

- Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures.
- Proactively address WH&S hazards, incidents and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.

Information Management

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies and protocols to ensure continuity of care.
- Keep appropriate records and prepare performance reports to meet funding and management reporting requirements.

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards and practices e.g. Work Partnership Agreement; information and records management; confidentiality
- Act only in ways that advance DDHS objectives, values and reputation and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

SELECTION CRITERIA:

Essential:

1. Proven well-developed knowledge of and contemporary experience in working with client's disabilities (e.g. Autism, Psychosocial Disability, Developmental Delay, Other Sensory/Speech).
2. Knowledge of the social determinants of health (environment, economic and social inequalities) that have a profound impact on the health and wellbeing of Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to use culturally sensitive ways to ensure improved client access to NDIS and/or other NDIA Community Engagement Activities.
4. Understanding of practical realities facing clients to help build a culturally sensitive plan which increases client ownership and self-determination by supporting the client to have all relevant information to create linkages with the NDIS Scheme.
5. Actively promote awareness and benefits of the NDIS among Aboriginal and Torres Strait Islander Communities.
6. Well-developed knowledge of relevant disability services in the Darwin region (or ability to develop this knowledge).
7. Proven teamwork, communication and interpersonal skills with the ability to constructively negotiate outcomes with a diverse range of people and service providers.
8. High level of personal resilience and flexibility with the ability to deal with challenging situations.

Desirable:

1. Experience working in an Aboriginal Community Controlled Health Organisation
2. Certificate IV in Disability

Appointment Factors: (Appointment is subject to)

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance (Ochre Card);
3. Current driver's licence;
4. Current First Aid and/or CPR certificate or the preparedness to gain one, and

Approved:



Olga Havnen

Chief Executive Officer

Date: 23 / 10 / 2020.

Created by:	Approved	Changes
Services Coordination Manager, October 2020	Chief Executive Officer, October 2020	Newly created role