World Wellness Group

Multicultural Connect Line

Position Description
Helpline & Callback Service Intake Worker

Title:	Telephone Helpline and Call back Service Worker
	Multicultural Connect Line (MCL)
Hours:	Fixed term full/part time until July 2021
Reports to:	MCL Coordinator
Award:	Health Professionals and support services award 2010
	Health Professional employee level 3
	$35.98 per hour
	Generous salary sacrifice packaging available

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Health and Medical Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

Multicultural Connect Line

The Multicultural Connect Line, telephone helpline and call back service, was established in July 2020 in response to the impact of the COVID-19 pandemic on

multicultural communities in Queensland. The MCL provides information and support to people from culturally and linguistically diverse backgrounds across Queensland

with a strong focus on offering support to navigate the system to access practical supports within a strengths based approach to wellness, recovery, social inclusion and participation.

Position Objective

This position offers a great opportunity to work at the forefront in delivering innovative, culturally-safe health support and information over the phone as part of the response to the covid-19 pandemic. Your role will engage your capacity to rapidly build rapport over the phone with callers, conduct needs and risk assessments, triage to determine follow up priority, and provide appropriate follow up support. This occurs in the context of a collaborative and interdisciplinary team setting inclusive of interpreters and multicultural peer support workers.

Organisational Relationships and Accountability

Position reports to:	Multicultural Connect Line Coordinator
Supervision of:	Nil
Internal liaison:	All personnel/staff, including Directors
Award:	Health Professionals and support services award 2010
External liaison:	Clients and their families/carers, mental health clinicians and support workers and external agencies and services, government, NGO and private health and mental health, social and community services

KEY RESPONSIBILITIES

The key responsibilities in this role center around your capacity to take and manage calls through the Multicultural Connect Line. This involves your capacity to provide skillful phone support and accurate and timely reporting on your work with clear and timely communication and handover to the interdisciplinary team.

We are looking for staff who are:

- Effective at conducting culturally informed psychosocial assessments over the phone

- Effective at collaborating and handing over information with use of electronic case note database, and case consultation in a face-paced environment
- Effective at rapport building over the telephone with callers accessing the helpline, including with people who are non-English speaking
- Able to identify mental health risk and protective factors over the phone
- Ensure appropriate referral of clients to specialised mental health / psychosocial supports when required.
- Demonstrate a strong understanding of health and social care systems and structures across Queensland
- Able to provide emotional support to clients in a culturally sensitive way with an understanding of acculturation, trauma and psychological stressors arising out of the covid-19 pandemic and other social circumstances.
- Able to provide information and referral services to clients who require emergency relief with cultural sensitivity and respect for client dignity.
- Demonstrate skills to work within the helpline service model, work collaboratively with team and clients to facilitate access to relevant information / services / supports to develop and / or rebuild social connections including links with members of their culture of origin or religious community; with appropriate measures in place for social distancing.
- Able to participate and contribute to interdisciplinary team processes to determine mental health support needs of clients via accurate and timely data collection.
- Able to deliver client focused advocacy and liaison with community and government agencies to establish pathways for appropriate service options for individual clients and work collaboratively with stakeholders as required.
- Able to utilise high-level oral and written communications skills, including the ability to write and review case notes and brief intervention plans, record service delivery through case notes, complete reports and any other necessary documents within strict timeframes,.
- Able to contribute to the development of service planning, service delivery and service evaluation, within the frameworks established by WWG.
- Able to carry out any other relevant duties as directed by the Leadership Team.

Human Resources

- Contribute to building a culture of engagement and respect
- Value cultural diversity and other individual differences in the workforce
- Ensure team members are treated in a fair and equitable manner.
- Comply with all EEO obligations and responsibilities.
- Build capacity and skills in the multicultural peer support workforce
- Empower team members and recognise and reward their contributions.
- Contribute to collaborative team issues and resolve grievances.

Operational functions

- Participate in any organisational technology changes.
- Participate in continuous improvement of workflow processes and procedures.

General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment
- Deliver effective use of World Wellness Group's resources within level of responsibility of your position

Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury

KNOWLEDGE, SKILLS, AND ABILITIES
Applicant requirements

a. Essential

Tertiary qualifications in allied health, social work, psychology, occupational therapy or behavioural sciences (relevant overseas qualifications will be considered) and relevant skills and experience in working with CALD people in psycho-social support settings such as human services and/or mental health settings.

- Proven psycho-social assessment and brief intervention skills and the ability to work with clients over the phone to conduct risk and vulnerability assessments
- Demonstrated ability to work collaboratively in a team environment and availability to occasionally work outside standard business hours

- High level oral and written communication skills. Including the ability to write professional case notes and brief intervention plans, complete reports and other relevant documentation within set timeframes
- Demonstrated understanding of the role of client advocacy and strengths-based frameworks within a social justice context
- Well-developed interpersonal skills with the ability to effectively communicate, negotiate,
  apply problem solving and conflict resolution skills, and engage others.
- Knowledge and understanding of mental health issues in the CALD population
- Knowledge of services and community resources relevant to the needs of the CALD population
- Well-developed time and self-management skills and ability to work with limited supervision, whilst working as a member of a team
- A current Blue Card and Police Check or willingness and ability to acquire and an open Qld driver's license.

b. Desirable

- Previous experience in a telephone helpline/call back service setting
- Previous experience in a cross cultural setting
- Language(s) other than English

Applicant acknowledgement:

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: _____

Signed: _____ Date: _____ / _____ / 20__