

Position Description:

Aboriginal or Torres Strait Islander Access & Support Officer

Job title	Aboriginal or Torres Strait Islander Access & Support Officer
Identified role	This is an identified role. Only Aboriginal and/or Torres Strait Islander people are eligible to apply.
Term	12 months (with the possibility of an extension) 6-month probation period
Reports to	Social and Emotional Wellbeing Coordinator
Work hours	Part-time (negotiable) Flexibility to work outside of normal business hours and occasional weekends (if required)
Award and classification	Social, Communities, Home Care and Disability Services Industry Award - Social and Community Services Employee, Level 4 Pay Point 1
Location	32 Nursery Avenue, Frankston, Vic, 3199

About Nairm Marr Djambana

Nairm Marr Djambana is an Aboriginal Gathering Place, Neighbourhood House and Child Safe Organisation that provides culturally strengthening services, programs and activities for the First Nations community in the Frankston area. We aim to strengthen the health and wellbeing of the fast growing First Nations community and to drive strong social, economic and cultural outcomes for the community.

Our vision is for a thriving, empowered, self-determining First Nations community guided by Aboriginal ways of Knowing, Being and Doing.

About the role

Reporting to the Social and Emotional Wellbeing Coordinator, the Aboriginal or Torres Strait Islander Access & Support Officer is a non-clinical role that is responsible for:

- supporting the delivery of the Urgent Care Pathways Program, including providing patient transport, support and service navigation (as set out above); and
- supporting community to access Nairm Marr Djambana's other events, programs and activities, enabling our clients to be active and engaged.

About the Urgent Care Pathways Program

First Peoples' Health and Wellbeing (FPHW) has been funded to deliver the Strengthening Lifelong Aboriginal Health and Wellbeing (Urgent Care Pathways Program) in collaboration with Nairm Marr Djambana. The program aims to deliver improved chronic disease management to reduce presentations to emergency departments. Nairm Marr Djambana is directly responsible for:

1. **patient transport**, including driving community members to medical and specialist appointments, other services, and trips to the pharmacy to pick up medication; and
2. **patient support and service navigation**, including:
 - ensuring community members are aware of FPHW services
 - assisting community members to navigate the healthcare system
 - assisting community members to access wraparound services
 - improving access and advocacy for community members to primary health services, including those of FPHW, at key stages of care
 - providing emotional support and guidance for community members through the healthcare and services systems and facilitating access to support programs
 - building community members' understanding of chronic disease, the need for early intervention and healthy lifestyles.

To be suitable for this role you will have:

- relevant qualifications (or equivalent experience and training) in the aged care, disability, community and/or Aboriginal health sectors
- knowledge of health issues impacting First Nations people and the social and cultural determinants of health
- knowledge and ability to create a culturally safe environment and build relationships with First Nations community members and services
- good time management skills
- an excellent driving record.

Nairm Marr Djambana is not a health service provider. However, the culturally safe space provided by our organisation fosters social and emotional wellbeing (SEWB) among the local First Nations community and by doing so, contributes to better health outcomes. The suitable candidate will actively contribute to a culturally safe organisational environment within Nairm Marr Djambana.

First Nations people are strongly encouraged to apply.

Our values

All of Nairm Marr Djambana's staff are expected to be familiar with our organisational values and to demonstrate commitment to these values at work.



We provide a safe environment for our children, young people, community, workers and volunteers



We take a strength-based approach to supporting our children, young people and community



We do the right thing by Nairm Marr Djambana and our children, young people and community



We respect the rights of our children, young people and community, and treat everyone fairly and with dignity



We anticipate and adapt to change to achieve growth



We are honest, transparent and accountable to our children, young people and community and all of their voices are heard

Key responsibilities

Patient transport	• Drive community members to and from appointments at FPHW and other services, with additional trips as required (such as the pharmacy and for food security)
Patient support and service navigation	• Ensure community members are aware of FPHW and other health services and 715 health checks • Assist community members to navigate the healthcare system and access FPHW and other wraparound services • Improve access and advocacy for community members to primary health services, including those of FPHW, at key stages of care • Provide emotional support and guidance for community members through the healthcare and services system • Facilitate access to programs that support community members across the spectrum of supports they need in order to focus on chronic conditions • Build community members' understanding of chronic disease, the need for early intervention, and healthy lifestyles.
Events, programs and activities	• Support the planning and delivery of events, programs and activities that promote social and emotional wellbeing • Provide transport to and from events, programs and activities • Support the promotion of Nairm Marr Djambana's events, programs and activities • Support the delivery of the ITC Program, including: ○ providing practical assistance to community members to access health services ○ providing transport to and from medical appointments ○ supporting and maintaining contact with Elders and other community members with chronic health issues ○ improving health outcomes for First Nations people through access to care coordination, multidisciplinary care and support for self-management ○ improving access to culturally appropriate mainstream primary care services.
Administration	• Keep accurate and comprehensive records within scope of practice • Maintain accurate, timely activity data recording to support sustainability of program funding.
Supervision	• Supervise volunteers and students on placement, as required
Compliance	• Comply with organisational policies and procedures, including: - Child Safety and Wellbeing Policy and Child Safe Statement of Commitment (below) - Workplace Health and Safety Policy

	- Privacy Policy - Staff Code of Conduct
Other duties	• Other duties reasonably required by the CEO and Social and Emotional Wellbeing Coordinator.

Key Selection Criteria

Qualifications	• Relevant qualifications (or equivalent experience and training) in the aged care, disability, community and/or Aboriginal health sectors
Experience (highly desirable)	• Experience working in an Aboriginal Community Controlled Organisation or with First Nations people • Knowledge of health issues impacting First Nations people and the social and cultural determinants of health • Knowledge of the healthcare system and barriers to access for First Nations people • Knowledge and experience of trauma-informed approaches to program development and delivery
Skills	• Knowledge and ability to create a culturally safe environment and build relationships with First Nations community members • Ability to work effectively and sensitively with First Nations people and services • Ability to provide emotional support and guidance for community members through the healthcare and services systems • Proven capacity to use strengths-based approaches in working with the First Nations community and diverse stakeholders • Ability to support the planning and delivery of culturally appropriate events, programs and activities • Stakeholder engagement, including ability to build and maintain relationships and collaborate with diverse stakeholders • Excellent time management and organisational skills • Excellent written and verbal communication skills • Excellent driving record
Attributes	• Respectful, positive and diligent
Other	• Victorian Driver's licence • Satisfactory Police Check and Working with Children Check • First Aid Certificate (desirable)

Nairm Marr Djambana

Child Safe Statement of Commitment

Nairm Marr Djambana has zero tolerance for child abuse. Nairm Marr Djambana is committed to creating and maintaining a child safe environment where all children and young people are valued and protected from harm and abuse.

All children and young people who attend services, programs, events and spaces (including online) that are delivered, owned or managed by Nairm Marr Djambana, have the right to be heard and feel safe regardless of their, or their families', age, gender, race, ability, religious beliefs, sexual orientation or social background.

Nairm Marr Djambana will encourage and support Aboriginal children and young people to express their culture and enjoy their cultural rights and commits to creating culturally safe environments.

Nairm Marr Djambana will actively facilitate the voices of children and young people in our planning, the design and delivery of services, programs and events and in the management of facilities.

Nairm Marr Djambana's priority is to involve children and young people in opportunities to influence matters that affect them as active members in their community.

Nairm Marr Djambana will treat all reports of child safety concerns seriously and will actively encourage children and young people to raise such issues.

We have legal and moral obligations to contact authorities when we are worried about a child or young person's safety, which we comply with rigorously.

Our organisation is committed to assisting in the prevention of child abuse, identifying risks early and removing and reducing these risks.

We have robust recruitment policies and procedures, and we are committed to training and educating them on child abuse risks and responsibilities.

We are committed to the cultural safety of Aboriginal children and young people, the cultural safety of children from a culturally and/or linguistically diverse background and to providing a safe environment for children with a disability.

We have policies, procedures and training in place to support us to achieve these commitments.



Equal Opportunity Exemption

This is an Identified position. Nairm Marr Djambana has an exemption under the *Equal Opportunity Act 2010* (Vic) to restrict this position to Aboriginal and/or Torres Strait Islander applicants only. To be eligible to apply, you must identify as Aboriginal and/or Torres Strait Islander.