



Position Description - Culture Care Coordinator

Title:	Culture Care Coordinator
Hours:	Part time, 4 days per week
Reports to:	Manager, State-wide Services
Award:	Health professionals and support services award 2020
Classification:	Health Professional and Support Services Award: Level 3
Salary:	\$90,681 - \$103,120 (dependent on skills and experience) Plus 12% superannuation
Salary Packaging:	Generous salary sacrifice packaging available. Ongoing in line with funding contract

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 Woolloongabba, Brisbane. WWG operates the World Wellness Health & Medical Clinic focused on equitable healthcare for people from multicultural backgrounds. The service specialises in supporting those made vulnerable and marginalised by the health system including migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, WWG works to improve health equity for all clients, regardless of culture, language, visa or financial capacity. WWG 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.

WWG Values and Principles

All WWG staff work within the WWG code of conduct and ensure all clients and colleagues are treated with dignity and respect, cultural safety and human rights principles and standards. WWG has developed a multicultural lived experience framework and encourages staff to keep lived experience at the forefront of their practice.



Culture Care and Mental Health and Wellbeing Services

Mental health and wellbeing services are at the core of WWG's primary health care service. WWG delivers a range of services and programs across the spectrum of mental health from low intensity, mild to moderate psychological therapies and psychosocial support for those with complex mental health issues.

Culture Care understands that carers in mental health play a crucial role in society and sometimes their needs are not heard. Carers from multicultural backgrounds face many barriers in accessing services and information, which impact on carers' wellbeing.

Culture Care can help by listening and providing emotional and psychosocial support over the phone (Queensland wide), or face-to-face (Brisbane area). Our team works with multicultural peer support workers and interpreters to provide language, cultural support and lived experience expertise.

Culture Care is integral to how WWG delivers quality, culturally responsive support to carers who care and support people with mental illness and offers a unique opportunity to be at the forefront of the delivery of carer support in a multicultural community based primary mental health and wellbeing service.

Culture Care has been established in partnership with ARAFMI Qld.

Position Objective

The Culture Care Coordinator provides culturally responsive support, information, advocacy and navigation for carers from multicultural backgrounds who are supporting a family member, friend, community member living with mental illness.

Working within a recovery-oriented and carer-centred framework, the role supports carers to maintain and manage their own wellbeing and mental health in the context of their caring role with the aim of facilitating access to community resources, strengthening wellbeing and resilience and reducing social isolation. The Culture Care Coordinator delivers individual supports, facilitates psychoeducation and peer-based supports and works collaboratively with Multicultural Peer Support Workers and other service providers to improve outcomes for carers and the people they support.

Organisational Relationships and Accountability

This position works in close collaboration with WWG's mental health recovery workforce and multicultural peer support workers.

Position reports to: Manager, Statewide Services

Internal liaison: Managers, team leaders, mental health practitioners, recovery workers and multicultural peer support workers



External liaison: Referrers and community service providers

KNOWLEDGE, SKILLS, AND CAPABILITIES

Qualifications and Experience

a. Essential

- Tertiary qualification in Social Work, Psychology, Occupational Therapy, Mental Health, Community Development, Counselling, Health Sciences or a related discipline eligible for classification as a Health Professional under the Health Professionals Award
- Demonstrated experience supporting individuals, families or carers from multicultural backgrounds affected by mental illness
- Knowledge and understanding of the experiences and needs of carers from multicultural communities
- Demonstrated ability to provide culturally responsive and trauma-informed support
- Excellent interpersonal, communication and engagement skills – written and verbal skills
- Ability to work collaboratively with Multicultural Peer Support Workers, interpreters and multidisciplinary teams
- Experience in undertaking assessments, supporting clients navigating health and social care systems, mainstream carer support services, and carer advocacy
- Ability to establish and maintain effective relationships with referrers and stakeholders
- Strong ICT skills and demonstrated experience with Microsoft suite and CRM systems and practices, including maintaining timely, accurate documentation
- High level organisational and administrative skills
- Current Working with Children Check
- Current National Police Check
- Current Driver Licence

b. Desirable

- Bilingual or multilingual language skills
- Experience working within multicultural community organisations or mental health services
- Knowledge of the Queensland's mental health, social and carer support systems



Key Professional Capabilities

- Cultural capability and responsiveness practice experience and skills
- Mental health and carer support knowledge
- Collaborative and strengths-based practice
- Advocacy and system navigation
- Stakeholder relationship management
- Recovery-oriented practice
- High level of cross-cultural communication and interpersonal skills

KEY RESPONSIBILITIES

Individual Carer Support

- Provide culturally responsive assessment, support planning, information and referral services to carers supporting a person living with mental illness.
- Assist carers to identify their own support needs, goals and strengths.
- Support carers to navigate mental health, health, social service and community systems.
- Provide practical assistance and advocacy to address barriers to service access.
- Promote carer wellbeing, resilience, self-care and recovery-focused approaches.
- Maintain accurate client records, case notes and outcome data in accordance with organisational policies.

Collaboration with Multicultural Peer Support Workers

- Supervise the Culture Care Support Worker and supervise and coordinate multicultural peer support workers engaged in the Culture Care program
- Participate in joint planning, co-facilitation of peer-support and shared community engagement activities
- Recognise and value lived experience perspectives in service delivery and program development
- Support collaborative approaches that strengthen recovery and carer outcomes.

Community Partnerships and Outreach

- Collaboratively maintain relationships with key stakeholders



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- Increase awareness of carer support services within multicultural communities
- Identify service gaps and emerging needs affecting multicultural carers
- Participate in community outreach and engagement activities

Professional Practice and Quality Improvement

- Apply evidence-informed, recovery-oriented and culturally responsive practice principles
- Participate in supervision, professional development and team meetings
- Contribute to service evaluation, quality improvement initiatives and reporting requirements
- Ensure compliance with organisational policies, professional standards and relevant legislation

Quality Improvement, Data, Research and Evaluation

- Contribute to relevant data collection and reports for funding bodies
- Apply evidence, data, and client feedback to drive service improvement
- Contribute to research, innovation, and knowledge translation activities

Teamwork & Organisational Contribution

- Support a respectful, inclusive team culture and contribute to service development

People & Culture

- Foster an equitable, respectful team environment that values cultural diversity
- Comply with all EEO obligations

General Responsibilities

- Comply with the WWG's Code of Conduct
- Comply with confidentiality requirements of WWG, 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 Qld Human Rights Act 2019, Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth))



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and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment

- Efficient use of WWG's resources within positional responsibility
- Comply with WWG's Child Safe Organisations requirements

Work Health & 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 and WWG personnel to ensure they do not put themselves, any children or others at risk of harm or injury

Documents Required

Appointment to this position requires a Blue Card and willingness to undergo a police clearance check.

How to apply

Please submit via the Ethical Jobs portal:

1. A cover letter outlining how you demonstrate the key capabilities and skills requirements
2. A copy of your CV

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: _____