



JOB TITLE	Culture Care Connect Aftercare Mental Health Worker (Identified*)
DATE	October 2026
REPORTS TO	Intervention and Aftercare Team Leader with Community Programs Manager

JOB DESCRIPTION

Purpose of role The Culture Care Connect Aftercare Mental Health Worker, plays a crucial role in providing timely and culturally sensitive follow-up care for Aboriginal and Torres Strait Islander individuals who have experienced a suicide attempt or crisis.

Duties include facilitation of care coordination that empowers individuals, promoting resilience and a holistic sense of safety and wellness in addition to collaborating closely with a diverse range of stakeholders to build strong referral pathways and ensure effective communication within the community.

This position will help shape our localised service delivery model, ensuring they meet the specific needs of those we serve.

**This position is identified where, under section 25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be Indigenous to the Aboriginal and/or Torres Strait Islander community.*

Main duties and responsibilities

Core objectives include:

- Contribute to a localised service delivery model for aftercare services through a codesign approach with local Community, using NACCHO's National Model of Care, and other resources, as a framework.
- Provide aftercare services to Aboriginal and Torres Strait Islander individuals who have been referred following a suicide attempt or suicidal crisis in line with agreed service delivery model.
- Build and maintain strong referral pathways, including but not limited to the following services: acute care services, primary care services, schools, police, funeral services, Alcohol and Other Drug Services, mainstream and Aboriginal and Torres Strait Islander-led mental health services.
- Participate in the Aftercare Services Community of Practice, established to support ACCHOs in setting up and maintaining Aftercare Services, and facilitate sharing of best practice and expertise.
- Undertake reporting on aftercare activities in line with Service Agreement requirements including ensuring appropriate data collection.
- Maintain client confidentiality.
- Identify and report hazards in the workplace.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other duties	Fulfil other duties as required by management and other department personnel as requested/required.
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PERSON SPECIFICATION

Qualifications	• A minimum of Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent training and/or experience • Mental Health qualifications and/or experience
Experience	• Experience in providing effective and well-informed advice, assessment, advocacy, liaison and referral to community services. • Experience in working with Aboriginal people and/or communities. • Proficiency in computer software including electronic medical software and the Microsoft Office suite. • Demonstrated understanding of relevant legislation and policy frameworks. • Demonstrated experience in office administration tasks. • Demonstrated experience in working in a client focused way with an ability to advocate on the client's behalf.
Knowledge	• Comprehensive knowledge and understanding of social and emotional well-being issues affecting Aboriginal & Torres Strait Islander people. • Knowledge and commitment to the principles of Primary Health Care
Skills & competencies	• Cultural capability: the ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner. • Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face. • Communication: the ability to communicate clearly and concisely, written and oral, varying communication style depending upon the audience. • Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. • Commerciality: ability to apply knowledge in a practical, commercial manner. • Teamwork: willingness to assist and support others as required and get on with team members. • Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
Personal attributes	• Commitment to personal and professional development including the sharing of knowledge, information and skills with work colleagues. • Professional approach. • Ability to work under pressure.
Other	• Be of Aboriginal and/or Torres Strait Islander descent. • Nationally Coordinated Criminal History Check (Police Check). • NSW Working With Children Check. • Current Driver Licence. • Willingness to undertake further study as required. • This role may require fieldwork in various outdoor environments, including remote areas. • Occasional travel to project sites and community meetings may be required. • Standard working hours are Monday to Friday, with flexibility for occasional evenings or weekends as needed for field activities.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

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Date

SIGNED BY MANAGEMENT

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Manager

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Date