

Position title	Aboriginal Health Access and Support Worker <i>(First Nations Identified Role)</i>
Reports to	Aboriginal Health Manager
Award agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	SACS Level 4

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	<p>Courage</p> <ul style="list-style-type: none"> • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities <p>Empathy</p> <ul style="list-style-type: none"> • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully <p>Integrity</p> <ul style="list-style-type: none"> • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust <p>Achievement</p> <ul style="list-style-type: none"> • We are outcomes-focused • We are adaptable and always learning • We continuously improve

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and/or Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and/or Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Aboriginal Health Team

The Aboriginal Health Team, located within the Community Partnerships Directorate, provides health services and support to Aboriginal and/or Torres Strait Islander communities across northern Melbourne. The team aims to create a culturally safe space where community members can access YourCH services and receive support across all areas of health, including social, physical, mental, emotional, and spiritual well-being.

Your Community Health aims to promote the health and wellbeing of the Aboriginal and/or Torres Strait Islander communities by:

- Developing and providing culturally appropriate services to enhance the quality of life of our community members.
- Promoting Aboriginal and/or Torres Strait Islander community health and well-being.
- Providing flexible services that meet Aboriginal and/or Torres Strait Islander community needs.
- Advocating to close the gap in relation to health outcomes.
- Focusing on partnerships with other agencies, services and the community.

Position Purpose

This is a First Nations identified position and an Aboriginal and/or Torres Strait Islander person is sought for this role. All roles within the Aboriginal health team are filled by Aboriginal and/or Torres Strait Islander people.

The Aboriginal Health Access and Support Worker is a First Nations identified position that works in partnership with the local Aboriginal and Torres Strait Islander community to support holistic health and wellbeing. The role focuses on empowering community members to stay active, connected, and engaged in their health journey.

Funded by the Home and Community Care (HACC) Program and Commonwealth Home Support Program (CHSP), the position plays a key role in connecting clients with culturally safe services, supporting care coordination, and advocating for individual and community needs.

The role works collaboratively across Your Community Health and with external partners, including the City of Darebin, Aboriginal Community Controlled Organisations, and other local service providers.

Position responsibilities

- Support Aboriginal and Torres Strait Islander community members to access culturally safe and appropriate health care that aligns with their individual needs and preferences.
- Assess client needs, provide short-term individual assistance, and facilitate appropriate referrals to internal and external services.

- Coordinate and facilitate Case Conferences for clients experiencing barriers to accessing services, ensuring a collaborative and client-centred approach to care planning.
- Provide practical assistance to support clients in attending appointments and navigating health and support services.
- Identify systemic and individual barriers impacting access to care and contribute to strategies and service improvements to address these issues.
- Establish and maintain strong, respectful working relationships with Your Community Health staff, Aboriginal and Torres Strait Islander communities, Aboriginal Community Controlled Organisations, and other service providers.
- Contribute to the planning, delivery and improvement of culturally relevant health education and promotion programs that empower community members to manage their health and support the wellbeing of their families and communities.
- Inform program design and delivery through ongoing consultation with Aboriginal and Torres Strait Islander clients and community members.
- Maintain accurate, ethical, and timely client records and data to meet organisational and funding requirements.
- Prepare verbal and written reports as requested by the Aboriginal Health Manager.
- Support the development and enhancement of resources used across Aboriginal Health programs at Your Community Health.

Position requirements (qualifications, skills, knowledge and attributes)

An Aboriginal and/or Torres Strait Islander person is sought for this role by Your Community Health as a special measure pursuant to Section 12 of the *Equal Opportunity Act 2010*.

Qualifications, Registrations and Licenses

- Relevant experience and / or qualifications such as Aboriginal Health Worker, Certificate III in Mental Health, Certificate III in Aged Care, Certificate IV in Community Services or the willingness to work towards one or more of these qualifications.
- Current Victorian Driver's License

Skills and Competencies

- Demonstrated experience working with Aboriginal and Torres Strait Islander communities, with a strong understanding of cultural safety, awareness, and sensitivity.
- Experience delivering or supporting programs within Aboriginal and Torres Strait Islander health or community service settings.
- Sound knowledge of the social, cultural, and health-related strengths and challenges affecting Aboriginal and Torres Strait Islander peoples.
- A clear understanding of community health and the broader primary health care system, including referral pathways and the ability to collaborate effectively with GPs, specialists, nurses, and allied health professionals.
- Proven ability to deliver coordinated, holistic, and person-centred care that responds to the diverse needs of clients.
- Experience meeting funding and reporting requirements, including preparing narrative reports, maintaining accurate data, and managing program resources within set timelines.
- Strong ability to work independently, collaboratively within a team, and across a multidisciplinary organisation.
- Skilled in group facilitation and confident in engaging community members in health education, support, and program activities.

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are safe and high quality
- Maintain staff and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure a safe workplace for clients, visitors and staff
- Work in accordance with Your Community Health Policies and Procedures

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form
- Management, in consultation with the staff member, reserves the right to modify this position description when required

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.