



## POSITIONS VACANT

### Integrated Care Workers

2 Full-time Positions - 75 Hours per fortnight

**SALARY: \$68,152.50 per annum PLUS Salary Sacrifice Options**

Aboriginal and Torres Strait Islander Health Workers and Practitioners and  
Aboriginal Community Controlled Health Services Award 2020

**The opportunity to work in an exciting, innovative, and supportive Integrated Care Team is now available at Nunyara Aboriginal Health Service Inc. If you are passionate and have experience in the delivery of case management and coordination of services to persons with a disability and those who are vulnerable in the community, then this job may be for you.**

Nunyara is an NDIS Registered service who is committed to improving the health and delivery of care services to Aboriginal people in the Whyalla region. Our aim is to ensure our community have access to culturally appropriate Community Connection Programs, NDIS Support Coordination and meaningful Case Management services and as such, we are expanding our Integrated Care Team to build our capacity to provide a range of services to Aboriginal people within the Whyalla region with a disability.

This is an existing time for Nunyara as we develop our 'Integrated Care Team' to offer the community dedicated services including (but not limited to):

- NDIS Eligibility
- Community Connection Program; and
- Aged Care Support Programs

Supporting existing and new clients to navigate through the **NDIS Eligibility** requirements, gathering the necessary information and supporting clients in the completion of NDIS applications.

**Community Connection Program (CCP)** Community Connections supports people to increase their independence in the home and to build stronger social and community connections. Support through the Community Connections Program may include helping people to get involved in local community activities, find new support groups, meet their neighbours, or get some extra help at home. Referrals and links to appropriate Allied Health therapies to meet people's needs can also be coordinated. If appropriate this can lead to assistance in gathering evidence to become eligible for the NDIS.

**Aged Care Support Programs** to ensure older Aboriginal and Torres Strait Islander people and their families are supported to understand, navigate and access aged care services they are entitled to including; raising awareness and identifying the level of local demand, as well as, supporting older Aboriginal and Torres Strait Islander people to navigate access to Aged Care services.

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Applications are invited from highly motivated people who are innovative, flexible and have a passion to support disabled persons in our Community whilst working as a part of a team in a supportive and dynamic learning environment.

Respecting culture;  
Acknowledging diversity



The successful applicants will be responsible for supporting participants with complex social needs to maximise their opportunities for accessing coordinated care services within their community as well as well as, playing an integral role, in the development of our Integrated Care Model.

## **POSITION CHARACTERISTICS**

The Integrated Care Team Worker/s will be responsible for a range of tasks including (but not limited to):

1. Providing outreach to Aboriginal communities in a culturally sensitive manner, breaking down barriers to accessing mainstream, NDIS and aged care services while developing trust and rapport.
2. Supporting people and their families to attend appointments to obtain functional assessments and other evidence for access requests pertaining to NDIS, Aged Care and Community Connect services.
3. Assisting people to complete Access Request Forms (ARF), Verbal Access Request (VAR) and psychosocial Disabilities evidence forms for NDIS access.
4. Linking Aboriginal people who are not eligible for NDIS to community mainstream supports, aged care services and or other appropriate support agencies.
5. Supporting local mainstream, NDIS and aged care agencies to understand the needs and circumstances of Indigenous people.
6. Working together with aged care, NDIA and mainstream services to develop trust and rapport with the Participants or potential Participants; and supporting Aboriginal Participants and their representatives to link positively with appropriate agencies.

The Integrated Care worker also performs collaborative activities including Community and mainstream engagement activities across, Aged Care services, Health Professionals, Justice Liaison Officers, Remote Community Connectors, and Partners in the Community.

To apply for one of these positions, please supply via post or email:

### **1. A covering letter (1-2 pages) outlining:**

- a. The reasons for your interest in the position.
- b. Life experience and / or work experience within the Disability sector
- c. Disclosure of any disability or injury previous or current.
- d. Your understanding of Cultural safety and Respect and how you would apply this knowledge to service delivery within Nunyara.

### **2. A resume that includes qualifications, past work experience, and 3 referees**

### **3. Evidence of:**

- a. A current driver's licence
- b. A current valid National Police Clearance and / or DCSI Check
- c. A current first aid certificate

**Further information** can be obtained by contacting Simon at Nunyara on 8649 9900. A Job Description can be found at [www.nunyara.org.au](http://www.nunyara.org.au)

**Applications** may be dropped into the Administration building at Nunyara, 17-27 Tully Street, Whyalla Stuart, or alternatively emailed to [reception@nunyara.org.au](mailto:reception@nunyara.org.au)

**Closing Date: 5.00pm Friday 3<sup>rd</sup> February 2023**

Applications will not be accepted after 5.00pm on the closing date

Respecting culture;  
Acknowledging diversity

**JOB AND PERSON SPECIFICATION**

**Position Summary**

Title Position	Integrated Care Worker
Classification Code	Administration Grade 4 – Level 4
Type of Appointment	Contract to 30/06/2024
FTE	1 FTE (Full Time) 8.30am – 5.00pm Monday to Friday
Cost Centre	
Position Created	January 2023
Review Date	Review January 2024
Responsible To	Accountable to the Disability Business Development Manager

**Performance Monitoring**

The incumbent is required to participate in the organisations Performance Development Review annually which will include a regular review of employee’s performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

Last PDR Date

Next PDR Date Probationary review 3 months after appointment

**Qualifications**

Essential	<ul style="list-style-type: none"> <li>A SA Drivers Licence and willingness to drive</li> <li>Relevant qualification and/or experience which demonstrates the level of expertise required to undertake the position responsibilities.</li> </ul>
Special Conditions	<ul style="list-style-type: none"> <li>Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work</li> <li>The incumbent will be required to strictly observe the confidentiality of information received and given</li> <li>Successful applicant must be prepared to submit to a National Police Security, DCSI Working with Children, and NDIS vulnerable People Check and provide proof of COVID-19 vaccinations</li> </ul>
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners & Aboriginal Community Controlled Health Services Award 2020
Salary	Above award rate (at evening shift rate) of \$34.95 per / \$68,152.20 plus 10.5% superannuation and the ability to salary sacrifice with Not-For-profit benefits.

**JOB AND PERSON SPECIFICATION APPROVAL**



Chairperson  
 Nunyara Aboriginal Health Service Inc  
 DATE: 20<sup>th</sup> January 2023



CEO  
 Nunyara Aboriginal Health Service Inc

## POSITION INFORMATION DOCUMENT

### Level Characteristics

#### A.3.4 Grade 4

**(a)** Positions at this grade usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Work at this grade requires a sound knowledge of program, activity, policy or service aspects of the work performed within a functional element, or a number of work areas. The Grade 4 position is the first grade where technical or professional qualifications may be required or desirable.

**(b)** Work is usually performed under general direction and may cover a range of tasks associated with program activity or administrative support to senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1.

It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1 which means:

**(a)** an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;

**(b)** where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups.

**(c)** an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander participants through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour;

**(d)** an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate.

**(e)** the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation.

**(f)** an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

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## **Position Summary**

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The principal objective of this position is to support participants with complex social needs including aged care, Community Connection Program and NDIS eligibility, to maximise their opportunities for accessing coordinated care services within their community. To achieve this objective, the Integrated Care worker ensures external agency referrals are processed in an accurate and timely manner and ensures contracted agencies are providing appropriate service delivery in a culturally sensitive manner, breaking down barriers to accessing services and developing trust and rapport within the community.

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## **Position Characteristics**

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The Integrated Care Worker is responsible for a range of tasks including:

1. provide outreach to Aboriginal and Torres Strait Islander communities in a culturally sensitive manner, breaking down barriers to accessing mainstream, NDIS and aged care services while developing trust and rapport.
2. support people and their families to attend appointments to obtain functional assessments and other evidence for access requests pertaining to NDIS, Aged Care and Community Connect services.
3. Assisting people to complete Access Request Forms (ARF), Verbal Access Request (VAR) and psychosocial Disabilities evidence forms for NDIS access.
4. linking Aboriginal and Torres Strait Islander people who are not eligible for NDIS to community mainstream supports, aged care services and or other appropriate support agencies.
5. supporting local mainstream, NDIS and aged care agencies to understand the needs and circumstances of Indigenous people.
6. working together with aged care, NDIA and mainstream services to develop trust and rapport with the Participants or potential Participants; and supporting Aboriginal and Torres Strait Islander Participants and their representatives to link positively with appropriate agencies.
7. The Integrated Care worker also performs collaborative activities including:
  - a. Community and mainstream engagement activities
  - b. Aged Care services
  - c. Allied Health Professionals
  - b. ILC grant recipients
  - c. Health Liaison Officers
  - d. Justice Liaison Officers
  - e. Remote Community Connectors, and
  - f. Partners in the Community

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**Other positions within the Organisation**

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CEO	Special Projects Coordinator
Practice Manager	Clinical Co-ordinator
Admin and Finance Co-ordinator	Aboriginal Health Practitioners
Reception and Admin Officers	Aboriginal Health Workers
Transport Officers	Chronic Care Coordinator
Tackling Smoking Officer	Visiting Specialist and Patient Journey Coordinator
ICT Network Manager	General Practitioners
CQI Projects Coordinator	Special Admin Projects Coordinator
IT Support Officer	Registered Nurses
NDIS Business Development Manager	Support Coordinator
NDIS Support Workers	disAbility Alliance (SAWCAN) Project Coordinator
NDIS Systems Implementation Coordinator	

Visiting Specialists and Health Professionals including:

Diabetes Educator	Optometrist
Dietician	Audiology
Endocrinologist	Podiatrist
Respiratory Physician and Nurse	

## SCOPE OF WORK

### 1. Teamwork and communication:

- Effective promotion of the role to other health professionals, participants, and community
- Promotion of other services offered by Nunyara
- Maintain positive working relationships with other team members and visiting professionals
- Contribute to various committees and meetings on an organisational level
- Demonstrate the ability for problem solving and communicating with people from a diverse range of backgrounds
- Delivery of culturally sensitive services for Aboriginal people through developing and maintaining close working relationships
- Contribute to the development of team goals
- Discuss and positively contribute to resolving conflict in the workplace
- Must have a good understanding of and be proficient in written & spoken English

### 2. Documentation and administration:

- Ensure that all documentation is accurate and completed in a professional and timely manner regarding participant privacy, security of participant records and confidentiality
- Maintain appropriate participant records and observe principles of participant confidentiality
- Demonstrate an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
- Ensuring accurate time sheets are completed and submitted
- Ensure work schedule is accurately maintained
- Contribute to the development and maintenance of the policy and procedure manual for the position
- Assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities

### 3. Quality improvement - Demonstrate commitment to continuous quality improvement through the following:

- Contribute to the development of the Team by active participation in ongoing programs and quality improvement activities
- Participation in appropriate educational opportunities to enhance the skills required for the position and completion of all required mandatory training
- Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for participants, staff and visitors
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace

#### **4. Personal and professional development**

- Developing necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s)
- Practicing within own area of competence and qualification
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
- Attend staff meetings and in-service programs
- Have an ability to work without direct supervision & to adopt a flexible approach to work routines
- Maintaining knowledge and skills relevant to the position through participation in and contribution to the facility staff development program. This includes attending mandatory training (i.e. First Aid Certificate, orientation to the organisation; WH&S; basic life support; Manual Handling and fire training)
- informing the Manager when tasks or responsibilities are outside competency

#### **5. Customer service:**

Act in a professional manner at all times when dealing with internal & external participants and agencies by:

- Maintaining confidentiality and privacy at all times, whilst respecting the participants values & wishes unless over-ridden by mandatory reporting obligations
- Respecting the values and wishes of participants and encourage consumer participation in decisions that affect them
- Actively work to promote the organisation and colleagues in a positive manner both internally and externally
- Promoting positive and harmonious relationships between participants, relatives and staff
- Promote services that are culturally appropriate to the consumer
- Being responsive to telephone inquiries which includes the identification of self and facility / department
- Be aware of and respecting the need of colleagues
- Maintain a courteous, efficient & effective customer service both in person and by telephone
- Contributing towards two way understanding of a need to balance Aboriginal cultural requirements & Health Service needs by acting as a cultural broker between Aboriginal people & other health staff

#### **6. Participates as an effective member of the Nunyara team by:**

- Using and promoting effective communication and interpersonal skills
- Participating in team meetings, staff meetings, and other health service meetings and committees as required
- Utilising appropriate resources effectively and efficiently
- Providing support to other staff members as requested
- Providing various participant related tasks as appropriate and directed

**GENERAL**

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety including correctly utilising appropriate personal protective equipment and Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures
- Promoting awareness and compliance with Equal Employment Opportunity principles
- Regularly participate in personal performance development reviews
- Comply with the Principles of the Code of Fair Information Practice, which regulate the collection, use, disclosure, storage, and transfer of all personal patient/participant information
- Ensuring cultural sensitivity is maintained by attending and contributing to learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management
- Contributing to the development and implementation of organisational strategic directions and action plans.

This Job and Person Specification will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

**Acknowledged by Occupant:**

.....  
Name

.....  
Signature

.....  
Date:

## SELECTION CRITERIA

### **Essential Minimum Requirements [including qualifications, skills, experience and knowledge]**

- Experience in working with people with a disability and their support networks
- Demonstrated experience engaging and supporting participants and their families to enable them to understand new information and make informed decisions
- Demonstrated effective interpersonal skills, including communication, engagement, and knowledge of community kinship systems with people representative of the Whyalla Aboriginal Community
- A sound understanding of person-centered thinking, the principles of the NDIS and the National Disability Service Standards
- Demonstrate a knowledge and understanding of the principles of the Work, Health and Safety legislation and the National Disability Insurance Scheme
- Excellent time management, communication skills and a positive attitude
- Demonstrated ability to use discretion and maintain confidentiality
- Some experience in using various office equipment
- Word processing and computer skills including the ability to learn to use new software and applications
- Must provide proof of National Police Check (done within past 2 years), NDIS Worker and/or DCSI Working with Vulnerable Persons Check and proof of COVID-19 Vaccination
- Ability to liaise and form working partnerships with internal and external stakeholders
- Ability to demonstrate initiative and co-ordination skills
- Capacity to work under pressure to meet required timelines
- Able and willing to undertake skills enhancement training and engage in professional development opportunities
- Ability to organise and prioritise own work with supervision as required

### **Desirable Characteristics (to distinguish between applicants who have met all essential requirements)**

- Previous experience in an NDIS service setting
- An understanding of the role and function of the Nunyara Aboriginal Health Service Inc.
- Relevant certifications or study in the Disability, Social Supports and/or Mental Health field

## KEY PERFORMANCE INDICATORS

### Summary

The Integrated Care Team Worker will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and will be utilised as an ongoing tool to evaluate the position and service provided (for example during regular Performance Reviews)

### Key Responsibilities, Outcomes and Measures (to be developed with successful applicant)

RESPONSIBILITIES / KEY TASKS	ACTION	PERFORMANCE MEASURE / INDICATORS
Provide outreach to Aboriginal and Torres Strait Islander communities in a culturally sensitive manner, breaking down barriers to accessing mainstream, NDIS and aged care services while developing trust and rapport.		
Support people and their families to attend appointments to obtain functional assessments and other evidence for access requests pertaining to NDIS, Aged Care and Community Connect services.		
Assisting people to complete Access Request Forms (ARF), Verbal Access Request (VAR) and psychosocial Disabilities evidence forms for NDIS access.		

RESPONSIBILITIES / KEY TASKS	ACTION	PERFORMANCE MEASURE / INDICATORS
Linking Aboriginal and Torres Strait Islander people who are not eligible for NDIS to community mainstream supports, aged care services and or other appropriate support agencies.		
Supporting local mainstream, NDIS and aged care agencies to understand the needs and circumstances of Indigenous people.		
Working together with aged care, NDIA and mainstream services to develop trust and rapport with the Participants or potential Participants; and supporting Aboriginal and Torres Strait Islander Participants and their representatives to link positively with appropriate agencies.		
<p>The Integrated Care worker also performs collaborative activities including:</p> <ul style="list-style-type: none"> <li>a. Community &amp; mainstream engagement activities</li> <li>b. Aged Care services</li> <li>c. Allied Health Professionals</li> <li>b. ILC grant recipients</li> <li>c. Health Liaison Officers</li> <li>d. Justice Liaison Officers</li> <li>e. Remote Community Connectors, and</li> <li>f. Partners in the Community</li> </ul>		