



Job & Person Specification

Trainee Aboriginal Health Worker (Entry)

The word Nunyara means Restored to health and comes from the language spoken by the Barngarla people traditional owners.

Nunyara is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

Organisations Values

Our values are Honesty, Respect and Integrity

Honesty	We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.
Respect	We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.
Integrity	We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

Job and Person Specification

POSITION SUMMARY

Position Title	Trainee Aboriginal Health Worker (Entry)
Classification Code	Aboriginal Health Worker – Grade 1
Type of Employment	Fixed Term - May 2028
FTE	1FTE - 75 hours per fortnight
Position Created	May 2019
Last Review Date	May 2026
Next Review Date	May 2027

PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a 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.

QUALIFICATIONS

Essential	A South Australian current driver's licence and willingness to drive is essential.
Desirable	Experience in providing services to Aboriginal communities
Special Conditions	- Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work. - Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply. - The incumbent will be required to strictly observe the confidentiality of information received and given. - Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.
Salary / Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020

Job and Person Specification Approval

Signature:



Date: October 2025

Position: Chairperson

Nunyara Aboriginal Health Service

Signature:



Date: October 2025

Position: CEO

Nunyara Aboriginal Health Service

Team Structure

Supervisor Reports to:

Supervisor's Position:

This Position

Staff Supervised:

(This reporting relationship aligns with the organisation's planned transition to the future operating model. Implementation will occur in a staged and consultative manner, with affected staff engaged as responsibilities and reporting arrangements move under their supervision)

Chief Executive Officer

Clinic Manager

Trainee Aboriginal Health Worker

Nil

OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer, Executive Operations Manager, CQI & Projects Co-ordinator, Finance Manager, Clinic Manager, Practice Manager, Integrated Care Team Leader, Corporate Services Manager, Specialist Support Co-ordinator Support Co-ordinator, Aboriginal Disability Liaison Officers, Elder Care Co-ordinator Elder Care Connectors, Senior Clinic Receptionist, Patient Journey & Visiting Service Co-ordinator, People, Culture & Capability Officer, Clinic Receptionists Maintenance Officer, Community Medical Practitioners, Practice Nurses, Aboriginal Health Practitioners, Transport Officers

Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Speech Pathologist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Stock Management
- Medical Practitioner
- Medical Director
- Pharmacist

Role Description

OVERVIEW

The Trainee Aboriginal Health Worker (AHW) will work as part of a multidisciplinary primary health care team that includes Registered Nurses, Doctors, Aboriginal Health Workers/Practitioners, and other clinical, Integrated Care Team, NDIS, Aged Care, and administration staff.

Working under the clinical supervision of a Registered Nurse and/or qualified Aboriginal Health Practitioner, the Trainee AHW will contribute to the delivery of culturally appropriate and responsive healthcare services to clients of Nunyara Aboriginal Health Service.

The purpose of the traineeship is to support the development of practical skills, knowledge, and experience across a range of Nunyara departments, including clinical services, administration, and the Integrated Care Team. This approach aims to provide a holistic understanding of Aboriginal community-controlled healthcare and support the trainee in identifying future areas of interest and professional development.

The Trainee AHW will undertake formal study towards a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care and will work towards further qualifications and a rewarding career pathway as an Aboriginal Health Worker (Cert III) and, ultimately, an Aboriginal Health Practitioner (Cert IV).

POSITION CHARACTERISTICS

The Trainee Aboriginal Health Worker is responsible for a range of duties, including:

- Assisting in the delivery of comprehensive primary health care services and health education alongside members of the healthcare team
- Supporting the provision of culturally appropriate clinical care under supervision and in accordance with established protocols
- Assisting with standard medical treatments and basic clinical procedures as directed
- Working effectively with clients and community members to support positive health outcomes
- Working collaboratively with a range of healthcare providers to support holistic patient care
- Collecting, recording, and maintaining accurate client information and activity statistics using Communicare
- Assisting with reception and administrative duties, including answering telephones, booking appointments, scanning, filing, and data entry
- Participating in health promotion, preventative health, and community education activities
- Developing skills in assessing client needs, identifying medical concerns, and escalating urgent matters appropriately
- Assisting with stock maintenance, cleaning of clinical areas, and maintaining safe workspaces
- Working under general direction across a variety of Nunyara departments and programs
- Participating in orientation, training, and professional development opportunities, including National Immunisation Standards where applicable

- Demonstrating initiative, professionalism, sound judgement, and a commitment to ongoing learning
- Building knowledge and understanding of culturally safe healthcare practices and Aboriginal community health needs

LEVEL CHARACTERISTICS

An Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) (Health Worker Trainee) is classified at **Grade 1**.

Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) (Health Worker Trainee)

- (a) Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) (Health Worker Trainee) means an employee in their first year of service who will generally have no direct experience in the provision of Aboriginal and/or Torres Strait Islander health services.
- (b) They will provide primary health services education and liaison duties under the direct supervision of more senior employees.
- (c) The employer will actively assist the employee to pursue entry into an approved course of study to gain a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent within 18 months.

It is desirable that employees 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 clientele 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; and
- (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.

WORKING RELATIONSHIPS / PARTNERSHIPS

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

- Nunyara Aboriginal Health Service
- Port Lincoln Aboriginal Health Service
- Yadu Health Aboriginal Corporation
- Tullawon Health Service
- Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.

Key Performance Indicators

Trainee Aboriginal Health Worker

The Trainee AHW 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 should be utilised as an ongoing tool in order to evaluate the position and service provided.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures
Undertake basic physical examinations.	Conduct physical examinations in line with organisational guidelines, supervision and scope;	Clients and work team feedback is positive about interaction
	Utilise, maintain and regularly clean medical equipment in accordance with generic OH&S, Infection Control guidelines, and Organisational policies & procedures;	Clinic checklists will show compliance
	Provide clients with information (what it is and why they are doing it) about each examinations / tests undertaken	Clients and work team feedback is positive about interaction
Develop Frontline Customer Service Skills	Greeting Clients, taking appointments and/ or directing the request to appropriate staff member	Client's feedback is positive about interaction
	Answering the phone and directing calls appropriately, taking messages and ensuring they are passed to the appropriate staff member in a timely fashion, booking appointments correctly and with sufficient information to ensure the clinical flow is maintained	Clients and work team feedback is positive about interaction
	Assist in facilitating various Nunyara community groups such as men's group, women's group, Elders Group or participate in Nunyara community events	Feedback from groups and the community is positive

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures
Comply with Work Health and Safety obligations	Ensure safe work environment for self, clients, staff and visitors including identification and reporting of hazards and risks immediately	Evidence of increased knowledge and hazard identification can be produced (hazard report) and or verbally
		Demonstrates an understanding of infection control during procedures, whilst in the clinic and to minimise risk of infections to themselves outside of Nunyara.
Develop Administrative Skill Base/ Clinical Reception Skills	Develop skills, knowledge and experience in computer applications and keyboarding	Incumbent and work Supervisor can report improvement
	Photocopying, filing, electronic filing/ scanning	Demonstrates continual improvement
	Develop a working knowledge of Communicare	Demonstrates continual improvement and work Supervisor can report improvement.
	Confirm Medicare Card and patient details, booking transport appointments, undertaking reminder calls, work with health professionals from multidisciplinary backgrounds	Can demonstrate continual improvement and competency
	Maintaining the reception waiting and workstation areas. Restocking and maintaining stationery supplies within clinic environment, receiving and sending deliverables	Area is kept tidy and well always stocked
	Assist senior management across various Nunyara departments with reporting, other basic written documentation, care plans, patient correspondence etc	Any tasks within scope, that are delegated to the trainee by senior management are completed in a timely and professional manner
Complete formal Health Worker qualifications	Complete Certificate II in Aboriginal and Torres Strait Islander Primary Health Care through attending training blocks in Adelaide and ensure required practical tasks in student logbook are signed off during workplace activities.	Management and HR will be kept apprised of student's progress in study so suitable logbook activities can be arranged and signed off.



KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures
		Management and HR will be kept apprised of any issues that will impact on the incumbent's ability to attend work in a timely fashion, and the incumbent will attempt to minimise activities which are outside of work for the duration of their training.

These KPI's may be changed from time to time in consultation with Nunyara and the employee

Scope of Work

1. Teamwork and Communication

- Promote the role and services of Nunyarra; foster positive working relationships; contribute to committees and planning when required.

2. Documentation and Administration

- Maintain accurate records; provide reports and statistics; ensure confidentiality is maintained; assist with policy and procedures development

3. Quality Improvement

- Participate in CQI, accreditation and mandatory training; support WHS and infection control principles

4. Professional Development

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

5. Customer Service

- Deliver respectful, culturally safe service; support client decision-making; maintain confidentiality and NAHS values

6. Organisational Contribution

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture

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 and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyarra Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.
- 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.

This Position Description 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.

Date: _____

Acknowledged by Occupant (Signature): _____

Please print your First and Last name: _____

Selection Criteria

Essential Minimum Requirements

[including qualifications, skills, experience and knowledge]

1. Current Driver's Licence and willingness to undertake work-related travel
2. Ability to work flexibly within a team environment, follow direction, manage competing priorities, meet deadlines, and maintain motivation in a dynamic workplace
3. Demonstrated understanding of the needs and challenges facing Aboriginal people, with the ability to build empathetic, respectful, and culturally appropriate relationships with clients
4. Ability to communicate effectively with Aboriginal community members and stakeholders to support positive outcomes
5. Well-developed verbal, written, and electronic communication skills, including the ability to follow workplace procedures, instructions, and guidelines
6. Ability to work collaboratively within a multidisciplinary team environment while recognising and valuing the skills and roles of other team members
7. Commitment to ongoing learning, professional development, and participation in workplace training opportunities
8. Ability to work respectfully with Aboriginal communities, acknowledging cultural values, traditions, and ways of working
9. Ability to apply respectful, practical, and client-focused approaches to problem solving and service delivery
10. Knowledge and understanding of the health and social issues affecting Aboriginal people and communities
11. Understanding of Workplace Health and Safety, confidentiality, Equal Employment Opportunity principles, and customer service standards
12. Knowledge of local community resources and support services, including the ability to identify and respond appropriately to client needs and stressors

Desirable Minimum Requirements

[to distinguish between applicants who have met all essential requirements]

1. Experience working within a rural or remote healthcare setting
2. Experience working with community groups, collaborative partnerships, or multidisciplinary teams
3. Recent experience delivering primary healthcare or community services to Aboriginal people and communities
4. Previous experience working in a busy reception, administration, or client-facing role
5. Strong local community connections and the ability to engage effectively with Aboriginal community members