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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Aboriginal Health Worker
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager / Clinical Team Lead
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	Deliver culturally safe, community-informed care and health support services to Aboriginal and Torres Strait Islander clients. Support clinical teams by providing health education, case coordination, and cultural guidance in service delivery.
MINIMUM SKILLS REQUIRED:	Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

POSITION SUMMARY

The Aboriginal Health Worker (AHW) is an essential member of the primary healthcare team who works in partnership with clinical staff and community to improve health outcomes. The AHW promotes culturally safe care, supports clients through health journeys, and assists in prevention, education, and treatment activities.

RESPONSIBILITIES

Health Support & Education

- Provide culturally appropriate health education and promotion activities
- Assist clients to access clinical services and understand treatment plans

- Participate in health checks, screenings, and chronic disease management within scope
- Support medication adherence and follow-up care
- Accompany clients to appointments where needed
- Deliver outreach and home-based care services, as appropriate
- Facilitate group sessions on health-related topics
- Support data collection and documentation for clinical care

Community Engagement

- Act as a liaison between the health service and the community
- Provide cultural advice and context to clinical staff
- Advocate for client needs within the health system
- Build trust and encourage engagement in preventative health programs
- Participate in community consultations and health promotion events

Teamwork & Collaboration

- Work collaboratively with GPs, Nurses, Allied Health, and Practitioners
- Participate in case conferencing and care planning discussions
- Support the integration of culturally safe practices in daily operations
- Contribute to a team culture of respect, accountability, and cultural integrity

Continuous Improvement & Accreditation

- Support CQI activities and contribute to service evaluation
- Assist in audits and data collection
- Share client and community feedback to improve services
- Promote quality and culturally safe practices in all interactions

WHS & Clinical Governance

- Follow infection control, safe work procedures, and WHS guidelines
- Escalate safety or care concerns to clinical leads
- Participate in reviews of policies and procedures
- Maintain confidentiality and uphold the privacy of client records

MEETINGS

- Clinical team meetings
- All staff meetings
- Community, stakeholder, and partnership meetings (where appropriate)

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Community Engagement	≥2 health promotion activities delivered per quarter
Health Support	≥80% of follow-up appointments completed within recommended timeframes
Clinical Documentation	100% of client interactions documented within 24 hours
Team Contribution	Attend ≥90% of scheduled team and case meetings

PROFESSIONAL DEVELOPMENT

- Maintain CPD in line with role and scope
- Attend workshops in cultural safety, chronic disease, and health literacy
- Engage in mentoring and supervision opportunities
- Participate in reflective practice and cultural knowledge-sharing

ESSENTIAL SKILLS AND EXPERIENCE

- Cultural knowledge and respect within Aboriginal communities
- Strong interpersonal and communication skills
- Ability to build trusting relationships with clients and staff
- Knowledge of local health issues and determinants of health
- Basic clinical skills within scope of training

MANDATORY REQUIRMENTS

- Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care
 - Current CPR certificate
 - Current National Police Check
 - Current Working with Children Check (or equivalent clearance)
 - Current Driver's Licence
 - Compliance with all organisational policies and procedures
 - Adherence to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____