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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.

DUTY STATEMENT

POSITION TITLE:	Crisis Support Worker
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Programs Manager / DCEO
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	Provide immediate, culturally safe support to Aboriginal and Torres Strait Islander individuals and families experiencing crisis. This role responds with care and calm to urgent social, emotional, or health distress and works collaboratively with internal teams and external agencies to reduce harm and promote safety, dignity, and healing.
MINIMUM SKILLS REQUIRED:	Strong communication, de- escalation and crisis response skills. Knowledge of trauma- informed care, mental health first aid, and culturally safe practice

POSITION SUMMARY

The Crisis Support Worker is a key member of the Social and Emotional Wellbeing (SEWB) team who provides frontline, practical and emotional support to community members experiencing acute distress. This includes support for those impacted by family violence, mental health crises, substance use, housing instability, or grief and loss. The role works closely with the Mental Health Team, General Practice, external emergency services, and cultural leadership within the community to ensure immediate safety, calm, and culturally informed care.

RESPONSIBILITIES

Immediate Crisis Support

- Provide calm, compassionate, culturally responsive support to patients and families experiencing emotional, psychological, or situational crisis
- Conduct initial assessments and triage urgent needs
- Assist with basic care needs (food, phone access, safety planning, transport)
- De-escalate situations using trauma-informed and culturally grounded strategies
- Attend to walk-ins or referred patients presenting in distress
- Liaise with police, ambulance or emergency services where required
- Assist in suicide prevention and mental health first aid responses

Referral & Navigation

- Connect patients to appropriate internal supports (GPs, mental health clinicians, AOD workers, Aboriginal Health Practitioners)
- Liaise with external crisis services (DV support, housing, emergency accommodation, mental health teams)
- Provide supported referrals with follow-up contact to ensure access to services
- Assist patients with navigating Centrelink, MyGov, housing and legal systems during acute periods

Cultural & Emotional Support

- Engage with patients through culturally respectful yarning and relational care
- Facilitate access to Elders, cultural mentors or family when appropriate and safe
- Provide care that recognises the impact of intergenerational trauma, systemic disadvantage and racism
- Support reconnection to culture and community as a protective factor in recovery

Collaboration & Communication

- Maintain clear, concise and confidential notes in client records
- Participate in daily team huddles, safety briefings and case reviews
- Work closely with SEWB, mental health, clinical, and programs staff
- Maintain up-to-date knowledge of local referral networks and support services

Safety, Risk & Escalation

- Conduct basic risk assessments for safety, self-harm, family violence, and homelessness
- Escalate to senior staff, clinical leads or emergency services when risk is high
- Participate in the development of risk and safety plans
- Follow all mandatory reporting obligations in a culturally respectful way

Community & Outreach Support

- Participate in outreach and community engagement activities that support vulnerable community members
- Assist with follow-up and post-crisis care in coordination with the broader care team

Work Health & Safety (WHS) & Governance

- Follow all WHS, incident reporting and clinical governance procedures
- Ensure safety in outreach or mobile work with appropriate risk planning
- Respect privacy and maintain confidentiality under all relevant legislation

MEETINGS

- Participate in team meetings, SEWB and Mental Health team meetings
- Participate in all-staff meetings and clinical governance discussions
- Attend interagency meetings when appropriate to support care coordination
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Crisis Response	≥90% of crisis presentations supported within 1 hour of referral
Care Coordination	≥80% of patients referred to at least one appropriate service
Cultural Safety	≥90% patient feedback confirms feeling safe, heard and respected

PROFESSIONAL DEVELOPMENT

- Undertake relevant training in trauma-informed care, DV response, suicide prevention and cultural safety
- Attend reflective supervision and debriefing as required
- Participate in organisational professional development sessions and community-based training

ESSENTIAL SKILLS AND EXPERIENCE

- Strong knowledge of Aboriginal community needs, strengths and cultural protocols
- Demonstrated experience supporting people in crisis or high-stress situations
- Ability to remain calm, grounded and respectful during complex presentations
- Knowledge of relevant local services, including housing, mental health and emergency supports
- Excellent communication, listening and cultural engagement skills
- Understanding of social determinants of health and intergenerational trauma

MANDATORY REQUIRMENTS

- Aboriginality is an essential requirement under Section 14 of the Anti-Discrimination Act 1977 (NSW)
- Mental Health First Aid (or willing to obtain)
- Current CPR Certificate
- National Police Check
- Working With Children Check
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

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: _____