

Disclaimer

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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:	Social 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:	The Social Worker provides culturally safe, strengths-based support to Aboriginal and Torres Strait Islander individuals and families across the social and emotional wellbeing spectrum. The role assists patients to address barriers to wellbeing such as housing, family violence, child protection, grief and loss, financial hardship, and intergenerational trauma, while strengthening their connection to culture, identity and community.
MINIMUM SKILLS REQUIRED:	High-level interpersonal and communication skills. Strong understanding of the social determinants of health and systemic factors impacting Aboriginal communities

POSITION SUMMARY

The Social Worker plays a critical role in improving outcomes for Aboriginal patients by providing case management, advocacy, counselling, and coordination of care that addresses their holistic social and emotional wellbeing needs. The position works in close collaboration

with the SEWB team, clinical staff, local services, and cultural knowledge holders to ensure the best outcomes for patients and their families.

RESPONSIBILITIES

Case Management & Psychosocial Support

- Deliver individual and family-centred case management that is culturally safe and strengths-based
- Provide practical assistance to patients with issues including housing, Centrelink, child protection, NDIS, legal matters, transport, and emergency supports
- Work with patients to develop clear care plans and goals to support social and emotional wellbeing
- Support patients experiencing family violence, substance use, grief, loss, intergenerational trauma and family breakdown

Advocacy & Navigation

- Act as a patient advocate in external systems including justice, housing, education, and Centrelink
- Assist patients to complete forms, make appointments and attend external agencies as required
- Assist patients in navigating referrals, including mental health, allied health, drug and alcohol, or family services

Cultural & Emotional Wellbeing

- Provide support that is grounded in cultural identity, cultural safety, and holistic views
- Encourage connection to family, kinship networks, community, and cultural practices
- Facilitate patient access to cultural healing opportunities, yarning circles, community gatherings or men's/women's groups as appropriate

Interdisciplinary Collaboration

- Work closely with Aboriginal Health Practitioners, GPs, mental health clinicians, psychologists and other SEWB staff to ensure wraparound care
- Participate in internal case conferences, multidisciplinary team meetings and clinical reviews
- Establish strong relationships with local NGOs, housing services, legal aid, DV support services, and government agencies

Crisis Response

- Support patients during periods of crisis such as homelessness, violence, child removal or sudden loss
- Assist in safety planning and coordinate urgent supports

- Escalate high-risk situations to appropriate senior staff or emergency services in line with policies

Documentation & Governance

- Maintain timely, accurate, and confidential records of patient interactions using the approved clinical software system
- Ensure appropriate consents are obtained and documented
- Participate in quality improvement, risk management and clinical governance processes
- Contribute to community needs assessments and program evaluations where required

Community Engagement & Outreach

- Participate in outreach and home visits where culturally appropriate and safe
- Support community-led programs and social wellbeing events
- Promote social work services within the clinic and the broader community

MEETINGS

- Participate in team meetings, SEWB and Mental Health team meetings
- Participate in all-staff meetings
- Attend interagency, community or case planning meetings as required
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Case Management	≥90% of open cases have current care plans and documented follow-up actions
Patient Satisfaction	≥90% of patients report feeling culturally safe and supported
Collaboration	Active participation in ≥90% of relevant team or care planning meetings

PROFESSIONAL DEVELOPMENT

- Maintain professional registration and engage in annual professional learning
- Undertake cultural supervision and participate in reflective practice
- Attend training in trauma-informed care, child protection, domestic violence, and suicide prevention
- Participate in professional peer networks and relevant conferences when possible

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated knowledge of issues affecting Aboriginal and Torres Strait Islander people, particularly in the context of intergenerational trauma, poverty, racism, and family structures
- Understanding of the social determinants of health and the impact of colonisation
- Demonstrated ability to provide culturally safe social work services and respond to complex needs
- Highly developed communication, negotiation and advocacy skills
- Experience working within a multidisciplinary team in a clinical or community setting

MANDATORY REQUIRMENTS

- Tertiary qualifications in Social Work (Bachelor or Master level)
- Eligibility for membership with the Australian Association of Social Workers (AASW)
- 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: _____