



POSITION PROFILE

POSITION TITLE: Community Activity Officer

Position Title	Community Activity Officer	Program / Funding Stream	Connecting Pathways Initiative
Position Classification	Health Professionals and Community Services (HPCS) Level 1 – 2	Finance Funding Code	PMC47
Reports To	Program Coordinator	Direct Reports	Nil
Program / Role Description	<p>Wurli-Wurlinjang Health Service (WWHS) is an Aboriginal Community Controlled Organisation that prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable. WWHS operates a range of clinics and provides a range of primary health care and other services which include our Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children’s Health and Men’s Health.</p> <p>We also deliver Community Service programs which aim to achieve better outcomes in early intervention, treatment and management through an integrated approach in a primary health care setting like our Alcohol and Other Drugs Program, Social and Emotional Wellbeing program, Katherine Individual Support Program and our Strong Indigenous Families program.</p> <p>As well as providing Clinical and Community Services WWHS also provides Professional Development and Training, as well as Corporate Services being: Human Resources, Finance, Infrastructure, Work Health and Safety, Compliance and Administration Support.</p> <p>The Connecting Pathways Initiative is a program designed to deliver a holistic healing activity that supports local Aboriginal and Torres Strait Islander women, men, young people, children and their families, including grandparents and carers, who are, or at risk of, experiencing family violence to heal from all forms of family violence.</p> <p>The role of the Community Activity Officer is responsible for providing a culturally sensitive approach and assistance to our clients in order to improve their state of holistic well-being.</p>		

	<p>Key components of the role will include acting as an advocate for all indigenous client presentations ensuring that service delivery is given in a responsive and cultural appropriate manner. The Community Activity Officer will take the lead with ensuring all clients interactions is delivered in accordance with cultural sensitivity, including the delivery of group and one on one education and development sessions.</p> <p>In addition to this role the Community Activity Officer is required to provide the Connecting Pathways Program with other key related tasks when directed, to support the overall service delivery of the Program.</p>	
Qualifications	Essential:	Nil
	Desired:	Certificate II in Family Wellbeing or a willingness to obtain
Experience	Essential:	Nil
	Desired:	Previous experience in a activity worker/ support worker/ administrative role in the Community Services or Social Services sector or in the Primary Health Industry
Prerequisites	<p>National Police Records Check</p> <p>Working with Children's Clearance</p> <p>Current Northern Territory Driver's License</p>	
Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<ul style="list-style-type: none"> <input type="checkbox"/> As a point of contact for all clients for Wurlli services , ensure that respect, friendliness, professionalism and confidentiality are demonstrated on all occasion involving client contact and interaction <input type="checkbox"/> Build and maintains client relationships based on trust and support <input type="checkbox"/> To bring high level cultural capital, authority and authenticity to the Program team and its services <input type="checkbox"/> Under supervision, work in partnership with the individual client and the case manager to ensure the team is linking the person with Wurlli-Wurlinjang Health Service clinical staff and other relevant community programs and agencies within the community 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the funding agreement, Wurlli's Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Consistent delivery in support services to clients ○ Completion of allocated health promotion and education activities

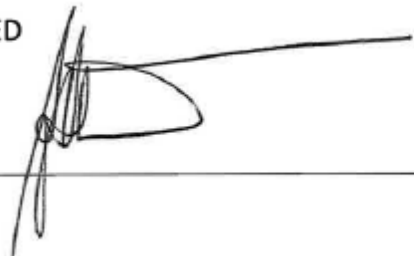
	<ul style="list-style-type: none"> <input type="checkbox"/> Supervise, support and encourage clients to engage in healthy living and change behaviour activities <input type="checkbox"/> Contribute to the development of healthy living skills , work skills and work habits by mentoring and training <input type="checkbox"/> Review progress and identify assistance required <input type="checkbox"/> Assist the service team with the provision of effective support specific to the individual needs which may include meeting with program participants as required and to assist review progress of their individuals plan <input type="checkbox"/> Assist the service team to deliver health promotion and health education messages and community information as required. <input type="checkbox"/> Work within organisational and program policies to ensure a high standard of service delivery <input type="checkbox"/> In conjunction with the Transport officer assist in ensuring that all clients requiring transport assistance is coordinated and where required provide transportation services and liaison services for clients <input type="checkbox"/> Works with Wurli’s Community Services to enhance the team’s capacity and provide support in a range of administrative functions including but not limited to:- <ul style="list-style-type: none"> • Photocopying and Scanning • Assist with the preparation and distribution of documents, briefing papers, data collection associated with the program • Assist team with administrative processes as needed <input type="checkbox"/> Maintain confidentiality and privacy principles of client information and files 	<ul style="list-style-type: none"> ○ Confidentiality and privacy principles adhered to ○ Delivery of services in a culturally safe and appropriate manner ○ Tasks completed in a timely manner ○ Tasks completed to required standards ○ Program / service administration maintained and organised at all times
<p>PROGRAM DEVELOPMENT, NETWORKING & LIAISON</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Establish and maintain links with other local community services to ensure comprehensive and continuous care of clients <input type="checkbox"/> Attendance at the weekly team review meetings <input type="checkbox"/> Attendance at the weekly collaborative case management meetings with all major stakeholders 	<ul style="list-style-type: none"> • Contribute to discussion regarding needs and support required for the program • Active involvement and contribution to networking, monitoring and evaluation of the program

TEAM SUPPORT	<ul style="list-style-type: none"> <input type="checkbox"/> Actively participate and contribute to team meetings <input type="checkbox"/> Participate in clinical governance, work health and safety, quality and accreditation processes and other activities and processes as appropriate. <input type="checkbox"/> As required assist other Wurli's Community services team members with case management and follow up services. 	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained •
ADMINISTRATION & REPORTING	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that client records / notes are comprehensive, up to date and entered into Communicare on a daily basis. <input type="checkbox"/> Maintain all other necessary documentation to ensure that service user files all written information is up-to-date, complete and consistent with program standards 	<ul style="list-style-type: none"> • Administrative functions are actively undertaken, accurate, timely and in accordance with record keeping requirements and Wurli standards.
WORKPLACE HEALTH & SAFETY	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately 	<ul style="list-style-type: none"> • Adheres to Risk Management and WH&S Policy and Procedures at all times
CORPORATE IDENTITY	<ul style="list-style-type: none"> <input type="checkbox"/> Promotes and embodies Wurli's vision and values <input type="checkbox"/> Act as a role model for staff and clients <input type="checkbox"/> Act in accordance with Wurli's Code of Conduct 	<ul style="list-style-type: none"> • Acts in a professional manner, leads by example, promotes the organisation and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> • Respect for individuals and diversity, is nonjudgmental and a good listener (Treats others with dignity & respect) • Service –user focused: Committed to and acts for well-being of all service users (internal and external) • Organised 		<ul style="list-style-type: none"> • Willingness to work within Wurli's values and vision and adhere to quality improvement practices, policies and procedures • Demonstrated knowledge and understanding of the Indigenous communities within the Wurli service area

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| <ul style="list-style-type: none"> • Presents a personal image and demeanor that promotes professionalism and credibility and is appropriate to work setting and role • Sound interpersonal and relationship building skills • Encourages and cooperates with others to achieve common goals • Punctual and reliable | <ul style="list-style-type: none"> • Ability to develop and cultivate sound community and client relationships and communicate sensitively and effectively with Indigenous people (Bilingual oral communication skills) • Ability to assert and communicate appropriately within a multi-disciplinary team and other external personnel professional. • Respects boundaries and limits of own role and capabilities • Good knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol services, mental health, legal assistance, income support, employment service providers, training and accommodation, family assistance and permanent housing options. • Maintains awareness of own skills strengths and gaps • Sound computer skills including the ability to use MS Office Suite (including Outlook) and Communicare or equivalent systems. • Sound written, communication (bilingual preferred) and listening skills |
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APPROVED

Suzi Berto
Chief Executive Officer



NOT APPROVED

Date:

29/04/2021