



## Indigenous Community Support Worker (Service Delivery)

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<b>Location:</b>	Various
<b>Position Type:</b>	Full Time – 38 Hours per Week Working outside of normal business hours and some travel will be required
<b>Employment Instrument:</b>	SCHADS Award – Level 5
<b>Delegation:</b>	In accordance with Thirrili Delegations Policy
<b>Reporting to:</b>	Regional Team Leader (Service Delivery)
<b>Salary:</b>	Per Award, salary packaging available

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### Organisational Overview

Thirrili is a proud Aboriginal and Torres Strait Islander Community Controlled Organisation, led by Aboriginal and Torres Strait Islander ways of knowing, being and doing. We recognise the strengths of our communities in the aftermath of suicide or unexpected fatal incidents and we uphold protective boundaries for individuals, families and communities that allow self-determination in their ways of bereavement and healing.

### Our vision

That Aboriginal and Torres Strait Islander families and communities are thriving and flourishing for future generations.

### Our purpose

To provide support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

### Our cultural values

Our cultural values are embedded into all aspects of our organisation. We are:

- Collective - working with Communities by invitation to support Community Led decision making.
- Respectful- Working with Communities under their protocols, at their direction.
- Reciprocal - Ensuring we provide support and service when Communities grant us their trust.
- Relationship based - Relationship is based on a continuum of care which reaches beyond any one incident or event, and is founded in our shared identity as Aboriginal and Torres Strait Islander peoples.
- Diverse - Our organisation reflects the complex composition of Aboriginal and Torres Strait Islander communities in Australia, is inclusive and accessible to all.

## Position Overview

This role includes delivering on call service support, support services coordination and supporting community capacity through engagement, networking, sector stakeholder collaboration and partnership to Aboriginal and Torres Strait Islander individuals, families and communities bereaved or impacted by suicide or fatal incidents.

In addition, Thirili seeks a set of attributes amongst all employees. These attributes being:

- Strong Culturally Safe and Responsive trauma informed care and practice application.
- Proficient at working closely with diverse teams and ability to work highly independently.
- Strong case management skills, including referral, intake, screening and assessment, support planning, case review and crisis support.
- Ability to travel frequently, off road and on light aircrafts and travel to regional and remote communities. Ability to work in a hybrid workforce model – in-office or remotely.

## Key accountabilities

- Provide culturally safe and responsive grief and loss support to Aboriginal and Torres Strait Islander families impacted by suicide or fatal incidents including service supports coordination to link counselling and other local and/or regional support services based on assessed need/s.
- Demonstrated relationships and links with the regional and local Indigenous community.
- Deliver service supports coordination to provide 'wrap around' supports to Indigenous individuals, their families and communities, including sector networking and stakeholder collaboration and partnership to the benefit of Indigenous people and communities.
- Identify and coordinate local and regional culturally safe and responsive community and support resources that can be mobilised in response to the suicide death of a person in the local Aboriginal and Torres Strait Islander community.
- Promote culturally safe and responsive service delivery in the workplace through promotion, and consultation as required.
- Demonstrated ability to work autonomously and within a team environment to effectively contribute to work unit and achievement of organisational goals.

## Community Engagement

- Develop (with support) projects to deliver and meet program and project objectives and initiatives under the agency's agreement.
- Implementation, setting and goal achievement of community capacity building project plans.
- Developing local sector and community members literacy in suicide postvention supports and healing

## Professional Practice

- Participate in case supervision, regular reviews of caseload, handover processes and seek practice guidance as required with the internal operational and practice supports and external supervision.
- Ability to hold and manage a client caseload and aspect within all aspects of a case management framework, including crisis management and responses, either individually, for family groups and communities.

- Attend all required internal and external training to support this role which may include Indigenous Mental Health First Aid training.
- Influence policy development and program design by demonstrating the value of Indigenous community controlled postvention services as a key contribution to Indigenous suicide prevention strategies.
- Ability to provide culturally safe and responsive psychoeducation resources and programs for Indigenous individuals, families and communities.

### Relevant Qualifications and Work Experience

- Minimum qualification in counselling, community services, social work, psychology, public health, mental health, or other health-related field, and/or four years of clinical or mental health and/or suicide prevention experience strongly preferred.
- Demonstrated ability to work with Aboriginal organisations, communities, and individuals in culturally appropriate ways as well as mainstream health organisations.
- Self-motivated and demonstrated ability to work highly independently and as an effective team member, promoting cooperation and commitment to achieve goals.
- A flexible approach, with strong organisational and planning skills, including the ability to effectively manage time and workload, prioritise tasks, and meet changing circumstances, competing demands, interruptions, and deadlines.
- Strong understanding of the culturally safe and responsive models of grief and loss and the ongoing journey of healing for individuals, families and communities after loss.

### Essential Criteria

- Experience in all aspects of case management, on call services, service supports coordination and community engagement activities with Aboriginal and Torres Strait Islander communities and organisations to achieve outcomes and mutual benefits.
- Understanding and experience in data collection, database management, and report writing skills.
- Experience in developing and implementing project plans.

### Mandatory

- Motor Vehicle Driver's License.
- Satisfactory National Police Record Check.
- Satisfactory Working with Children Check

*\* Registration/licences that are essential requirements of this role must always remain current and valid whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.*

### Special Conditions

**Being Aboriginal or a Torres Strait Islander is mandatory as it is a genuine occupational requirement for this position. The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth).**

It is required that all Thirrili staff facilitate, lead and support community engagement activities where the strategic plan requires our participation, and this is inclusive of promotion of those events and

reporting. It includes contributions to key communications channels, such as newsletters, social media and contract reporting.

It is also a prerequisite that staff, will from time to time, be required to manage and lead national/state/regional meetings/events/ functions based in their jurisdictions, with support from their Managers and Coordinators.

All Thirrili staff are expected to promote the organisation's strategic goals, present the organisation as a professional and respectful culturally immersed service, and represent Thirrili positively to external stakeholders and communities.

As the organisation is required to respond to suicide and trauma, which is unpredictable in timing, the incumbent is expected to be flexible and responsive with their availability to work and travel to other areas from the position base and within Australia as required.

Thirrili Ltd will meet accommodation and travel expenses in accordance with organisational Policies and the relevant ATO Determination.

**I have read, understood, and accept the role and responsibilities outlined in the position description.**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_