

## POSITION DESCRIPTION

*Improving Aboriginal health and closing the gap*

Position Title	SEWB Wellbeing Worker (Social Worker)
Team	SEWB
Location	Broken Hill
Classification	Maari Ma Health Enterprise Agreement Health Professional Levels 4-5 (depending on qualifications, skills and experience)
Date	2025

### About our Organisation

Maari Ma is an Aboriginal Community controlled health service, led and managed by a CEO and governed by an all Aboriginal Board of Directors. Our values are community, compassion, culture, empowerment, quality and respect.

We work to improve the health and well-being of Aboriginal people, families and communities.

We do this through multiple program areas that focus on prevention, early intervention and care plan management and include:

- Social and Community Programs to promote individual and community wellbeing, supporting young people to enjoy life, realise their potential and be all they can be.
- Joining research projects about community safety, chronic disease and quality outcomes.
- Working in partnerships with other organisations in our region such as Far West Local Health District and Western Primary Health Network.
- Facilitating services that improve the care provided to Aboriginal people with a chronic disease across western and far west NSW.

Maari Ma has a Regional Primary Health Care Service with a multidisciplinary general practice in Broken Hill and delivers services and programs collaboratively with local health service staff in communities within the Far West region of New South Wales (Wilcannia, Balranald, Menindee and Ivanhoe). Our service approaches are grounded in the Aboriginal concept of social and emotion well-being which takes a holistic view incorporating the physical, social, emotional, spiritual and cultural well-being of individuals, their families and their communities.

### Service Information – SEWB

For the past 20 years Marri Ma has operated a Social and Emotional Well Being Service. The SEWB services have provided significant mental health and wellbeing support to our communities including crisis intervention, early and brief interventions, counselling and care management. We aim to deliver a holistic service that is culturally aware, using a strengths-based and trauma informed approach and incorporates Aboriginal and Torres Strait Islander Social Emotional Wellbeing evidence in our developing model of care . We have a good connection to the communities we serve and there is a high demand for our service.

In 2024 we embarked on a development of our SEWB service to ensure we are well placed to serve our communities needs into the coming decade. This resulted in us developing a contemporary model of practice that draws on Aboriginal and Torres Strait Islander Wellbeing and healing evidence combined with best practice therapeutic modalities. The new model of practice is supported by an implementation plan that is focusing our effort to ensure we have the right tools and processes, including measuring our outcomes to provide high quality support to our communities now and into the future.

The SEWB service operates within Maari Ma Regional PHC Service Practice-Organised, Practice-Led Service Model.

### **Purpose of the Position**

The SEWB Wellbeing Worker will be responsible for providing culturally appropriate Social Work services for Aboriginal people experiencing a range of life challenges impacting on social and emotional wellbeing. The position will provide counselling, support, advocacy and case planning to support clients to access psychosocial services and therapeutic interventions that align with their wellbeing goals. This may incorporate specific goals referred via their GP or via a mental health plan.

Maari Ma's SEWB service works closely with the GP-multidisciplinary team, our psychiatrist and our external referral networks to ensure our clients get the right supports and therapeutic interventions that are joined up and person centered.

This position will primarily focus towards working with clients aged 18 years and over.

### **Reporting/Working Relationships**

- This position reports to the Team Leader SEWB who will manage all work regarding referrals, day to day work, case load and case reviews.
- The position works collaboratively with the broader multidisciplinary team including the Mental Health Nurse, Psychologist and other Wellbeing team members and will participate in regular referral meetings, and reviews as required by the organisation

### **Employment Conditions**

- Terms and conditions as outlined in the Maari Ma Health Aboriginal Corporation Enterprise Agreement.
- Appointment and continued employment is subject to a satisfactory National Police History Check, NSW Working with Children Check and NDIS Worker Screening Check.
- Maintain annual clearance required by NSW Education Department to work in the school setting.
- Current unrestricted Driver's License and willing to drive in the course of work activities.
- Travel and overnight stays may be required to deliver outreach services, attend training or work-related activities.
- Capacity to complete required training in order to work to the full scope of your position description.

## Qualifications, Skills, Experience and Knowledge

### Selection Criteria

#### Essential

- Tertiary qualification (Social Work Degree) by a nationally accredited training institution.
- Demonstrated counselling, advocacy and case coordination skills and experience working with Aboriginal people experiencing family and life challenges, trauma, mental health and/or alcohol and other drug issues.
- A sound understanding of the cultural domains of Social and Emotional Wellbeing Framework and how it relates to this role.
- Demonstrated knowledge and commitment to community development and capacity building strategies that supports Aboriginal self-determination.
- Demonstrated ability to communicate, liaise and network with a range of services and other health agencies.
- Ability to work independently and as part of a multidisciplinary team.
- Computing skills relevant to the position and competent in the use of information and communication technology including Microsoft Word, email and internet applications and the ability to quickly acquire skills in other applications, including patient/client database.

#### Desirable

- Experience working in an Aboriginal or Torres Strait Islander community controlled organisation or with Aboriginal and Torres Strait Islander people
- Aboriginal or Torres Strait Islander Person

Key Responsibilities	Duties
<b>Support “Grow our own” concept model</b>	<p>Maari Ma has an embedded career development culture which supports and assists Aboriginal staff on a relevant career pathway. Therefore, we ask non-Indigenous incumbents to acknowledge and work to actively collaborate with Aboriginal staff: seek input from staff to ensure the way you work and the service you provide is culturally strong and safe.</p> <p>Working Collaboratively with our Aboriginal staff to embed First Nations evidence and practice in our daily SEWB work is essential for our communities.</p> <p>Working to bring our clinical and cultural work together across the organisation strengthens our work practice.</p> <p>We know from our evidence that combining our best therapeutic knowledge with our cultural knowledge will drive the best quality outcomes for our community.</p>
<b>Governance Structures</b>	<p>At Maari Ma our strategic, operational, cultural and clinical governance is seamlessly integrated into all that we do. Cultural and clinical governance goes hand in hand. Our approach is captured in our governance framework and we expect all staff to be familiar with the ethos and embrace this way of working, which is referred to as ‘The Maari Ma Way’.</p>
<b>Case management and advocacy to address social issues</b>	<p>Many clients present with complex social issues impacting on their social and emotional wellbeing. These clients often require proactive support, advocacy and coordination with other support services.</p> <p>Manage a cohort of patients assigned to you.</p> <p>Be responsible for preparing case plans for clients outlining the mix of services required to meet the client’s needs, facilitate access to the</p>

	<p>range of services required e.g. housing, justice, income/budget support, transport, education etc.</p> <p>Engage clients in their own case plan assessing goals and outcomes.</p>
<b>Multidisciplinary team responsibilities</b>	<p>Working collaboratively as part of the SEWB multidisciplinary team to support and deliver wellbeing support for Aboriginal people experiencing a range of life challenges impacting on social and emotional wellbeing. The position will provide counselling, support, advocacy and case planning to support clients to access psychosocial services and therapeutic interventions that align with their wellbeing goals</p> <ul style="list-style-type: none"> <li>• Actively participate in SEWB In-take meetings and team meetings.</li> <li>• Manage a cohort of clients assigned to you.</li> <li>• Discuss case load/issues with the team.</li> <li>• Maintain effective communication with GP's and visiting medical specialists regarding client referrals (feedback, outcome of assessment, complex presentations, progress, outcome).</li> <li>• Actively maintain effective communication with the multidisciplinary team at the PHCS where appropriate to ensure a coordinated, person centred approach with regards to shared clients, especially shared clients presenting with complex issues,</li> <li>• Actively participate in supervision with approved supervisor</li> <li>• Participate in and complete approved additional training and contribute to the ongoing development of the SEWB service.</li> </ul>
<b>Crisis presentations</b>	<p>Be available as required to function as a general resource/support for the GPs, clinic and other teams to respond to and manage SEWB crisis presentations in the clinic setting if required.</p>
<b>Mental health promotion &amp; education</b>	<ul style="list-style-type: none"> <li>• Provide support as required to assist with the coordination and delivery of community based SEWB programs</li> <li>• Support yarning circles and on country programs</li> </ul>
<b>Internal and external service links</b>	<p>Work effectively with each of Maari Ma's teams at the primary health service teams.</p> <p>Clients experience SEWB issues also access services across the whole of Maari Ma, therefore it's important to collaborate with the other teams as much as possible to ensure client engagement is coordinated and person centred – not siloed.</p> <p>Where appropriate support the Team Leader SEWB to maintain strong links with relevant external services including: LHD MHDA (adult and CAMHS), Hospital, Pharmacy, Headspace, Neami, Schools, Justice, Centrelink, Housing, material aid services</p>
<b>Information management, data and reporting</b>	<ul style="list-style-type: none"> <li>• In your own case work practice ensure timely and accurate entry of client progress notes in Maari Ma's electronic health record (MD).</li> <li>• Maintain accurate case load list.</li> <li>• Ensure the secure management of data, client and organisational confidential information and compliance with privacy policies and legislation.</li> <li>• Prepare and submit data as required for internal reporting, e.g. complete weekly data activity sheets.</li> </ul>
<b>Performance review and professional development</b>	<ul style="list-style-type: none"> <li>• Comply with Maari Ma's performance review and professional development processes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Comply with Maari Ma' core job role training requirements.</li> <li>• In conjunction with your line Manager, review your performance, agree on adjustments and learning strategies to support you to deliver on your role.</li> <li>• Actively participate in ongoing training and development opportunities including completion of a learning and development plan that will be reviewed with the SEWB Team Leader</li> </ul>
<b>Team &amp; organisational activities</b>	<ul style="list-style-type: none"> <li>• Actively and regularly participate in team planning activities and team meetings.</li> <li>• Actively develop and maintain effective internal and external networks in a professional manner.</li> <li>• Work collaboratively with and support other Maari Ma colleagues where required.</li> <li>• Participate in and support a culture of continuous quality improvement activities</li> <li>• Participate in Maari Ma Health functions and community promotional activities.</li> </ul>
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Appreciate, respect and value differences within the team and within Maari Ma.</li> <li>• Contribute to and support positive team morale.</li> <li>• Promote and present a positive image of Maari Ma to other staff, clients and the community in general.</li> <li>• Conduct all work in line with Maari Ma's values, which are Community, Compassion, Culture, Empowerment, Respect and Quality.</li> </ul>
<b>Other / Ongoing</b>	Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with employees as required, and within the scope of skills, experience, knowledge and competencies.

## Compliance Responsibilities – All Staff

### Professional Development/Performance Review/Feedback

- Participate in learning and development activities to maintain professional knowledge and skills.
- Participate in performance reviews, feedback and information sharing discussions in relation to job satisfaction and communication, continuous improvement, learning and development, innovation, and improving performance.

### Workplace Health and Safety

- **Arrive Safe, Work Safe and Go Home Safe.**
- Make sure you keep your safety and others safety in mind at all times.
- If you notice someone doing something unsafe – care enough about them to ask them to stop or find a safer way.
- If you notice something that is a potential risk or hazard to your safety or others safety – report it.
- Watch out for spills, things in the way of people, and/or equipment that isn't working.

- If you need equipment to do your job safely – make sure you use it. It’s there to keep you safe.
- If equipment isn’t working properly – tell everyone around you (a sign is often good) and then tell us so we can fix it.
- If you are involved in an incident or are injured tell us straight away.

### **Modelling Healthy Workplace Behaviour**

Maari Ma has a Smoke Free Workplace Policy and a Workplace Nutrition Policy. All staff have a responsibility to model healthy behaviour and lifestyle at work.

### **Immunisation Status**

This position is Category A – employees who have contact with clients or contact with blood, body substances or infectious material.

### **Other Responsibilities**

- Behave in a manner consistent with personal and professional workplace standards outlined in the Code of Conduct, human resource policies (including Equal Opportunity, Workplace Bullying and Discrimination & Harassment Policies) and other relevant legislation.
- Abide by the policies and procedures of Maari Ma. These policies and procedures are subject to change and it is the responsibility of each staff member to maintain an awareness and understanding of all policies and procedures.
- Co-operate with the requirements of the Occupational Screening and Vaccination against Infectious Diseases Policy or, where you elect not to comply, confirm in writing your non-participation and understanding of the risks of non-participation.
- Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with employees as required, and within the scope of skills, experience, knowledge and competencies.

### **Employee Statement**

I have read and understood the information contained in this Position Description.

Name	Signature	Date