



Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

Job Description Form

Family Support Worker

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



Respect

We show respect for a people, cultures and backgrounds

HEALTHY TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY MOB



Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

Position Title	Family Support Worker
Work Group	Early Childhood Support Team
Work Unit	NDIS
Reports To	NDIS Business and Support Coordinator
Direct Reports	N/A
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	ACCHS Admin Grade 4 (\$82,992 - \$88,109) + Super and benefits
Approved by CEO	

Team Structure



Position Purpose

The Family Support Worker collaborates with the Early Childhood Support Allied Health Team to offer specialised services for children up to age 7 with developmental delays. This role involves supporting the Allied Health team in conducting therapy sessions and maintaining strong connections with families between community visits. The Family Support Worker actively participates in community groups such as Kindilink and mums and bubs, providing information and addressing concerns related to childhood development. This outreach position is based at the clinic but involves significant community engagement.

As a member of the OVAHS team, the Family Support Worker contributes to delivering high-quality, patient-centred healthcare. This role prioritises the unique needs of Aboriginal patients, considering their cultural, familial, and social contexts.

OVAHS is committed to improving employment opportunities and outcomes for Aboriginal and Torres Strait Islander people. As a measure to achieve equality and support, Section 51 of the Equal Opportunity Act 1984 (WA) will apply to this position. Aboriginal people are encouraged to apply.

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of Family Support Worker is aligned with all four Strategic Goals.



POSITIVE
CHANGE

Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &
WELLBEING

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT
COMMUNITY

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY
TOGETHER

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

Key Stakeholder Relationships

External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Responsibilities of this Position

Develop relationships and improve communication between participants and service providers

- Communicate with families and children openly and with respect for differences in personal, family and cultural beliefs and values.
- Assist in increasing the uptake of existing and new children with possible developmental delay obtaining Early Childhood Support services.
- Remind mothers when and why their children are due for appointments with allied health personnel.
- Work closely with the ECS Allied Health Team and the clinic staff.
- Advise ECS Allied Health Team about particular issues a family may be having problems with in regards to their child.
- Attend the school regularly with the Child Health Nurse to give information sessions on Childhood Development.
- Provide cultural advice and guidance to the ECS Allied Health team on how best to engage with families.

Facilitate the continuity of care and care coordination for participants accessing the Early Childhood Support Services

- Advise ECS Allied Health Team when children on the program either leave or return to the community when appointments are booked.
- Encourage families to access the Early Childhood Support Services if they sense their child may have a disability or developmental delay.

Facilitate and participate in the delivery of Early Childhood Support programs

- Participate in community based and outreach programs related to health promotion aimed at Early Childhood Development for children living with developmental delay up to the age of 7 years.

Comply with the organisational requirements of the position

- Participate in team meetings.
- Follow OVAHS policies and procedures.
- Participate in Early Childhood Development training and workshops

- Participate in continuous quality improvement programs

Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
- Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
- Attend and participate in professional development activities including workshops and training as required.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.

Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

Qualifications, Skills, Experience and Knowledge

Essential

- Demonstrated understanding of and sensitivity to diverse cultural practices and social conditions affecting Aboriginal communities.
- Ability and experience working within a team environment
- Ability to assist in delivering information to families, children and community groups.
- Ability to remain effective under stress, adapting to and overcoming challenges with a constructive attitude.
- Exceptional ability to build trust and rapport with children and their families, fostering supportive relationships that encourage positive outcomes.
- Excellent verbal and written communication skills
- High level integrity in maintaining community and organisational confidentiality

- Experience in coordinating with multidisciplinary teams to ensure a holistic approach to client care and program delivery.

Desirable

- HLT40113 Cert IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- Certificate III in Community Services

EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check
- Working with Children Check
- AHPRA Verification Check
- Driver’s License
- National Disability Insurance Service Check
- Other

Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	