



PD0118

Position Description

Social and Emotional Wellbeing (SEWB) Worker



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| Program: | headspace Grafton |
| Location: | 59 Duke Street, Grafton |
| Award: | Health Professionals & Support Services Award |
| Classification: | Support Services Level 4 |
| Reports to: | Centre Manager |
| Direct employer: | Health Voyage Limited |

OUR VISION: *Healthier people. Stronger communities.*

OUR MISSION: *To provide equal access to safe, quality health care services and improve the physical, mental, and social wellbeing of vulnerable individuals in our community.*

OUR VALUES: *Ethical Integrity Respect Diversity Compassion*

Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.

ORGANISATIONAL AND PROGRAM SUMMARY

Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour,
- headspace Grafton, and
- the Mental Health Nursing Services Program for the North Coast.

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

Our commitment to a safe, inclusive and respectful workplace

Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.

POSITION SUMMARY

The Social and Emotional Wellbeing (SEWB) Worker is an identified role for an Aboriginal or Torres Strait Islander person. The SEWB Worker will provide culturally safe and flexible support to Aboriginal and Torres Strait Islander young people and their families. As a member of the headspace Grafton team, this role delivers strengths-based and trauma-informed care to support young people facing mental health challenges, substance use, and complex social circumstances. The SEWB Worker collaborates with a

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multidisciplinary team to ensure culturally informed care and contributes to health promotion initiatives within the community.

KEY RESPONSIBILITIES

Culturally Safe Support and Mentoring

- Provide strengths-based, culturally safe support to young Aboriginal and Torres Strait Islander clients, promoting a welcoming environment for mental health and wellbeing discussions.
- Engage with young people and families, assisting them in understanding and managing their mental and physical health needs through personalised, choice-focused care.
- Advocate for Aboriginal and Torres Strait Islander clients, ensuring their voices are heard and their cultural needs are met.
- Assisting with transport for young people attending the service.

Referral Pathways

- Coordinate referrals to appropriate community resources, including Aboriginal Community-Controlled Organisations (ACCOs), healthcare providers, and social support services.
- Support seamless access to external and co-located services to bridge any care gaps and ensure continuity of culturally safe care.

Community Engagement and Health Promotion

- Organise and participate in community events and health promotion activities (e.g., NAIDOC Week, Mental Health Week, Jacaranda Cultural Day) to increase awareness of headspace services and support Aboriginal and Torres Strait Islander wellbeing.
- Establish connections with local organisations and community members to enhance the visibility of headspace services and foster partnerships that support the health and wellbeing of Aboriginal young people.

Collaboration with Multidisciplinary Team

- Work closely with headspace team members, including clinicians and peer workers, to provide coordinated, culturally informed care.
- Share cultural insights and provide advice to support the team's understanding and respect for Aboriginal and Torres Strait Islander cultural values.
- Participate in case reviews and multidisciplinary meetings, contributing to client-centred planning and continuous service improvement.

Cultural Awareness and Service Development

- Support the development and delivery of Cultural Awareness Training within headspace Grafton, working to enhance team understanding of Aboriginal and Torres Strait Islander culture, values, and community-specific needs.
- Actively contribute to headspace Grafton's ongoing cultural responsiveness by identifying gaps in cultural awareness, proposing improvements, and promoting inclusivity in client care and team practices.
- Participate in quality improvement initiatives that strengthen culturally safe practices, including feedback processes and collaboration on organisational policies related to cultural competency.
- Participate on the Gurehlgam Goori Interagency.

Data Collection and Reporting

- Maintain accurate client records and documentation, including case notes, care plans, and referral records, in line with headspace and Health Voyage requirements.
- Collect and report data to monitor program usage and outcomes, ensuring compliance with funding and reporting guidelines.

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| Reports to: | Centre Manager |
| Direct Reports: | NA |
| Key relationships: | Human Resources Manager, headspace Centre Managers, headspace Clinical Leads |
| Accountable to: | Health Voyage CEO and Governance Board |

Internal Relationships: headspace Coffs Harbour and Grafton Centre Staff
Youth Advisers/ Reference Group Members.

External Relationships: Healthy North Coast Staff
Mid North Coast Local Health District Staff
headspace National Office Staff
Consortium partner organisations and staff
Co-located partner organisations
Local youth, health and community service providers and staff
Government departments, ministers and staff
Bulgarr Ngaru
Gurehlgam
Young people and their family and friends that access the Centre
Other headspace Centre Staff
Other external partners, vendors, providers and key stakeholders.

SELECTION CRITERIA

Essential

- Identified as an Aboriginal and/or Torres Strait Islander person, with strong knowledge of Aboriginal and Torres Strait Islander culture, social issues, and community dynamics.
- Relevant qualifications (e.g., Certificate IV in Community Services, Mental Health, AOD) or significant experience in social and emotional wellbeing, mental health, or community services.
- Demonstrated experience supporting Aboriginal and Torres Strait Islander young people and families with culturally safe, strengths-based approaches.
- Strong communication and relationship-building skills, with the ability to engage effectively with young people and collaborate with a multidisciplinary team.
- Knowledge of local Aboriginal and Torres Strait Islander community services, ACCOs, and mainstream support services.
- Proficient data management and reporting skills, with experience in maintaining accurate client records and meeting program reporting requirements.
- A clear understanding of the three Aboriginal Nations with the headspace Grafton remit.

Desirable:

- Mental Health First Aid certification or willingness to undertake relevant training.
- Experience in a similar SEWB or community support role within a health or social services setting.

Personal attributes

- Commitment to continuous learning, cultural awareness, and professional development.
- Positive attitude towards young people and their mental health journey.
- Adaptability and flexibility in dynamic work environments.
- High level of confidentiality, professionalism, and discretion.

WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarise themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the headspace vision and objectives and demonstrate the values of headspace.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence.
- Maintain eligibility to work in Australia.

OTHER INFORMATION

- Fringe Benefits:** Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Ltd is a Registered Charity
- Superannuation:** Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.
- Leave:** Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)
Sick Leave as per the National Employment Standards (not applicable for casual employment)
- Public Holidays:** All official National and NSW Public Holidays that occur on regular days of work (not applicable for casual employment)
- Position status:** This position is time limited until **30 June 2025**. Extension may be possible subject to and conditional upon ongoing funding

Please note:

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.

Health Voyage regards the health, safety and wellbeing of our people, our contractors and our communities to be our highest priority, which is why we require all employees to have received at least two doses of an approved COVID-19 vaccine or have an approved medical contraindication form.

Approved by: _____
Tazmyn Jewell, CEO

Date approved: _____
20 December 2024