**Position Description**

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| **Position title** | Koori Social and Emotional Wellbeing Officer | | |
| **Department / Division** | Gatehouse Centre/Allied Health | | |
| **Classification** | Community Development Worker Class 2  Grade XX9-ON15 | **Employment Status** | 0.8-1.0 Full time, Ongoing |
| **Position reports to** | Grade 4 Program Lead/Senior Clinician | | |
| **No. of direct & indirect reports** | N/A | | |
| **Location** | The Royal Children’s Hospital, Flemington Road, Parkville | | |

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| **The Royal Children’s Hospital** |
| The Royal Children’s Hospital’s (RCH) vision is to be a great children’s hospital – delivering Great Care, Everywhere.  RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children’s Campus, partnering with Murdoch Children’s Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children’s Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.  RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.  We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.  RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.  Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au) |
| **ROLE CONTEXT** |
| The Koori Social and Emotional Wellbeing (KSEW) role fits within RCH Aboriginal community, statewide and federal initiatives which are geared towards improving mental health outcomes for Aboriginal children, young people and families e.g. Close the Gap (Koolin Balit 2012-2022), The Aboriginal Social and Emotional Wellbeing Framework (Balit Marrup (2010-2027), the Victorian 10 year Mental Health Plan (2015) and the Aboriginal Health, Wellbeing and Safety Strategic Plan (Korin Korin Balit-Djak 2017-2027). Gatehouse – fits in to hospital environment?? |

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| **ROLE PURPOSE** |
| As an integral member of the Gatehouse team this role is critical in liaising with clinicians and relevant stakeholders to support Gatehouse clients and their families, to achieve the delivery of culturally appropriate services that are holistic, consider social, emotional, cultural and spiritual health and incorporate broader cultural expertise and resources. The role offers culturally appropriate support through engagement, advocacy, advice, referral to services and supporting families in other appropriate ways to meet the needs of Aboriginal children and young people. |

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| **KEY ACCOUNTABILITIES** |
| * Provide a high standard of culturally-specific support and advocacy services to Aboriginal children, young people and their families who are engaging with the Gatehouse team. * Purposefully and expertly engage with Aboriginal children, young people and their families in recovery-focused and culturally-sensitive care. * Provide children, young-people and their families with relevant information about the types of services available, their rights and responsibilities and ensure a complete understanding of the child and young person’s journey through the RCH and The Gatehouse service. * Work collaboratively with colleagues within the Gatehouse team, Wadja Aboriginal Family Place, and other key stakeholders to provide high quality, culturally appropriate, holistic, inter-disciplinary care, to facilitate service access and engagement, and to negotiate shared care agreements, on behalf of Aboriginal children, young people and their families. * Provide advice to colleagues within the Gatehouse team in regard to, the delivery of culturally appropriate services which are holistic, consider social, emotional, cultural and spiritual health and incorporate broader cultural expertise and resources (e.g., culturally-specific spaces, materials and accessing Elder knowledge). * Support the delivery of clinical, cultural and spiritual healing journeys by providing advice and linkages to appropriate cultural expertise e.g., Elders and resources. * Undertake all necessary reporting activities to support and evaluate patient care and fulfil reporting obligations. * Facilitate feedback from Aboriginal families engaged in the Gatehouse service including satisfaction surveys and complaints. * Work with line manager and RCH Aboriginal staff advisory groups to evaluate and amend the Koori Social and Emotional Wellbeing Officer role. * Complete accurate, timely and professional clinical record-keeping and documentation using the Electronic Medical Record (EMR). * Actively participate in all forms of supervision (operational, professional, cultural and clinical). * Participate in continuous quality improvement activities. * Support research and evaluation activities (as required for learning innovations for best practice care) and to evaluate and enhance the unification of clinical, cultural and spiritual practices. |

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| **QUALIFICATIONS AND EXPERIENCE** |
| * **This is an Aboriginal identified role (as per s12 of the Equal Opportunity Act 2010 (Vic))** * Qualifications in Aboriginal Studies, Community Work, Youth Work, Welfare Work, Social Work or Psychology are relevant and desirable. * Demonstrated experience in assessing social, emotional and cultural needs and in the deliveryof social and emotional wellbeing/support services to Aboriginal children, young people, and/or community members. * Demonstrated experience working with Aboriginal children, young people and/or families experiencing the impacts of trauma and/or sexual assault and/or poor mental health and wellbeing. * Relevant professional experience in an Aboriginal health care or Aboriginal child and family services setting. * Demonstrated understanding of the social, economic and transgenerational issues impacting on Aboriginal mental health and wellbeing in Aboriginal communities and families including a sound knowledge of Aboriginal culture, values and history. * Demonstrated effectiveness in working in true partnership with other community/family welfare agencies e.g. Aboriginal and mainstream services, to plan and implement effective interventions for Aboriginal children and young people. * A good understanding of the Victorian Aboriginal Community Controlled Health organisations, networks and services provided. * Demonstrated ability in assessing social emotional and cultural needs, making referrals and planning support services appropriate to identified needs. * Ability to work collaboratively in a multi-disciplinary team environment. * Capacity to liaise and negotiate with a range of Aboriginal and non-Aboriginal community service providers. * Commitment to ongoing training and education. * Current Victorian driver’s licence. * Computer experience including data collection, input, reporting and writing reports. * Previous experience in an Aboriginal employment role   **Other Requirements:**   * Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment * Employees are required to maintain a valid Working with Children’s Check throughout their employment * A current, full driver’s licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties * The employee needs to ensure that they maintain compliance with RCHs “Staff Immunisation - Prevention of Vaccine Preventable Diseases” procedure |

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| **KEY SELECTION CRITERIA** |
| * Demonstrated skills and experience in the provision of effective and efficient trauma informed social and emotional/mental health care * Commitment to improving the health of Aboriginal children, young people and families * Demonstrated ability to build and maintain working relationships with colleagues, to maximise service coordination and cooperation and clinical outcomes for Aboriginal children, young people and families * Interest or experience in research, quality improvement and program evaluation * A history of, and commitment to, evidence-based practice and continuing professional development * Demonstrated knowledge of protocols for working with Victorian Traditional Owner groups and Elders * Experience in working with Aboriginal and Torres Strait Islander communities generally * A flexible and adaptable approach to functioning in a team environment that enhances the team’s high performance and the ability to work independently as required * The skills and confidence to negotiate complex hospital systems * Excellent interpersonal, communication and advocacy skills * Capacity to take direction yet work independently while consulting appropriately * Awareness of own effectiveness and internalised responsibility * Commitment to building professional skills and capacity of self and others and willingness to undertake further training as appropriate to the role |

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| **IMPORTANT INFORMATION** |
| All employees are required to adhere to the Royal Children’s Hospital Values:   * Unity - We work as a team and in partnership with our communities * Respect - We respect the rights of all and treat people the way we would like them to treat us * Integrity - We believe that how we work is as important as the work we do * Excellence - We are committed to achieving our goals and improving outcomes   **RCH COMPACT**  All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.   * We do better work caring for children and families when we also care for each other * I bring a positive attitude to work – I share, I laugh, I enjoy other’s company * I take responsibility for my behaviour and its impact on others * I am curious and seek out ways to constantly learn and improve * I celebrate the good stuff, the small stuff, the big stuff – it all matters * I speak up when things aren’t right * I value the many different roles it takes to deliver great patient care * I actively listen because I want to understand others and make better decisions * I am inclusive and value diversity * When it comes to teamwork, I don’t hold back – I’m all in   **QUALITY, SAFETY AND IMPROVEMENT**  RCH employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:   * Acting in accordance and complying with all relevant Safety and Quality policies and procedures * Identifying risks, reporting and being actively involved in risk mitigation strategies * Participating in and actively contributing to quality improvement programs * Complying with the requirements of the National Safety & Quality Health Service Standards * Complying with all relevant clinical and/or competency standards * Complying with the principles of Patient and Family Centred Care that relate to this position   **The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.** |

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| **Position description last updated** | **July 2022** |