



Tobwabba Aboriginal Medical Service

Providing quality holistic healthcare for the people in the Worimi Nation

Drug and Alcohol Case Worker

Application Pack

Aboriginality is a genuine occupational qualification and is authorised under section 14(d) of the anti-discrimination Act

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Applying for a position with Tobwabba AMS

All positions at Tobwabba have a position description which sets out the general duties and responsibilities of the role. In addition to this, the position description sets out the essential and desirable qualifications and skills required to undertake the role. Essential qualifications and skills are those that you *must* have in order to be eligible for the role, and if you do not have them your application will not be progressed to interview stage. The desirable qualifications and skills are those which would assist you in being able to perform in the role, but you do not need to have them to apply.

When applying for a position at Tobwabba you must submit an application letter which addresses each of the criteria for qualifications and skills and you must outline, in your own words, how you meet each of them. A suggested way to do this clearly is to put each of the criteria as a heading and address each one individually.

It is also important that you provide a copy of your current resume which outlines your previous work experience and qualifications; your resume should also have at least 2 references who we can contact to verify your skills and abilities (your references will only be contacted if you have had an interview and we are planning on offering you the position)

Essential Qualifications and Skills

- Aboriginal Person with links to the local community
- Certificate IV in Community services; or working towards obtaining qualifications or at least two years' experience in similar role
- Current NSW drivers licence
- Strong interpersonal and communication skills
- Effective time management and personal organisation skills
- Demonstrated knowledge and skills in referral processes and coordinating services to meet client needs
- Ability to work harmoniously with others
- Ability to work independently, and in a team

Desirable Skills

- Experience and /or training in case management
- Formal training in Drug and Alcohol
- Knowledge of local services.
- Experience working in an Aboriginal organisation

Application Close 20/03/2020, please send applications, letters and resume to

agrothkopp@tobwabba.org.au

Vision statement

TAMS Mission Statement:

Working alongside the Worimi Community to improve the Health and wellbeing of Aboriginal people in the Forster-Tuncurry and surrounding regions.

TAMS Vision Statement:

To offer and provide our Community, culturally safe, holistic health care services. Tobwabba will maintain the values underpinning community control.

History and Background

Cabarita Clinic was an outreach service of the Biripi Aboriginal Medical Services (Biripi) and was initially operating from the back of the Forster Local Aboriginal Land Council. Cabarita Aboriginal Medical Service was first incorporated on 14 May 1999 and on 13 March 2002 the clinic name was officially changed to Tobwabba Medical Service Incorporated.

In the beginning of 1996 two half clinic days were operating at Forster which provided a Doctor, Nurse and Aboriginal Health Worker and by the end of the year the clinic was operating 4 days a week. The clinic continued to grow, and in 1997 the Tobwabba Aboriginal community were consulted with the concept of encouraging an extra 30% of non-Indigenous people to come to the clinic to make the clinic more viable and generate more income, therefore, sustaining and assisting growth of the clinic and with this employing more members. The community agreed. The Doctor and nurse were paid through auspice funds by Biripi and Administration and other health roles were supplied through CDEP. The clinic stock and a car were provided through Biripi, utilising Cabarita AMS funds (now known as Tobwabba). The accommodation and power and at times a car were provided by Forster Local Aboriginal Land Council (FLALC). FLALC also gave a small budget of \$2,000 per annum to assist with one off purchases.

Tobwabba AMS invited Aunty Madge Bolt and Uncle Keith Leon, Worimi Elders, to officially open the new clinic on the 29 June 2005. The new clinic was very much needed, the infrastructure providing a standard that could accommodate growth of doctors, dentists, visiting specialists and allied services.

A reflection of a sound stable working environment is team retention. The same initial nurse, Steve Nye, the Aboriginal Health Worker, Tanya Simon and Administration team, Leeann Simon and Anita Grothkopp still work at Tobwabba AMS today. Similarly, Dr Gibbons who is currently practicing overseas continues to work here when she is residing in Australia.

Tobwabba AMS is an Accredited General Practice with the Australian General Practice Accreditation Limited and received its recognition on 29 January 2010 with a Practice Identification number 4920. This demonstrates that the service strives for continuous quality improvement in the provision of maintaining a professional clinic and service to the local Aboriginal community.

Tobwabba Aboriginal Medical Service aim for:

- *Improvements in the health and well-being of the communities IN TAMS.*
- *Equitable, accessible and professional service that reflects changing social needs and trends.*
- *Service development to meet local needs in consultation with the community and stakeholders.*
- *Provision of clinical services and health education programs according to local needs and appropriate standards, guidelines and legislation.*
- *Formal links with all individuals, organisations and community groups who are relevant to the promotion and delivery of services by TAMS.*
- *Efficient and effective management of finances, assets and resources.*
- *Accountability to funding bodies, stakeholders, clients and communities it services*
- *Continual improvement in the skills, knowledge and experience of staff and directors to ensure a professional and appropriate standard of service delivery.*
- *Provide a dynamic, progressive service recognising the differing needs of individuals, communities and health team members that serve them.*

Tobwabba Aboriginal Medical Service Contact Details

Tobwabba Aboriginal Medical service

Street address *68A Macintosh Street, Forster NSW 2428*

Postal address *PO Box 48, Forster NSW 2428*

In hours phone number *02 6555 6271*

Fax number *02 65556864*

Email address [*agrothkopp@tobwabba.org.au*](mailto:agrothkopp@tobwabba.org.au)



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Position Description

Position	Drug and Alcohol Case Worker
Position Function	Provide advocacy, support case referral and case management to Aboriginal men, women and families who are identified to be at risk of or experiencing Drug and Alcohol abuse/misuse
AWARD	Aboriginal Community Controlled Health Services Award 2010 Aboriginal Health Worker - Level 2
Reports to	Community Manager
Clinical Supervisor	Psychologist
Location	Tobwabba Aboriginal Medical Service
Department	Working as part of community team, to provide specialist support to patients experiencing Drug and Alcohol issues to access internal and external services
Hours Per Week	24 Hours per week
Key Responsibilities	<ul style="list-style-type: none"> ▪ Develop Strong networking of services to refer clients to in order to achieve their goals. ▪ Maintain accurate records of activities, and meet internal and external monthly reporting requirements. ▪ Facilitate evidence base programs with a focus on Drug and Alcohol related harm. ▪ Provide patient education where required. ▪ advocate for Aboriginal Men, Women and Families at local, state and federal levels to improve access to services.

Client services

- Provide an initial response including case coordination, information and referral, as well as advocacy for Tobwabba Patients.
- Work with relevant stakeholders to facilitate various early intervention and skills building programs.
- Handle sensitive and complex individual's situations with tact and discretion whilst maintaining principles of privacy and confidentiality.
- Ensure excellent quality service through appropriate and timely provision of service and communication with client and relevant staff.

Team work and Communication

- Attend and participate in Tobwabba team meetings, staff development opportunities and supervision.
- Cooperative approach to achieving outcomes.
- Engage in effective communication with team members and provided relevant information through appropriate forums

Information Systems

- Adhere to up-skill requirements in the use of information system.
- Familiarisation with clinic computer system and associated programs (Pracsoft, Medical Director)
- Maintain service data entry requirements

Community Relations

- Promotion of Tobwabba AMS services, programs and events.
- Advocate at forums and local interagency meetings for Aboriginal specific needs in regards to Drug and Alcohol.

Liaison and Administration

- Develop an appropriate rapport with clients, staff and others, demonstrating empathy and effective listening skills.
- Maintain and be accountable for the use of equipment required for daily activities, including office equipment, staff room equipment and clinic equipment.
- Represent and promote Tobwabba AMS in a positive manner to clients, community members both local and elsewhere, and other service providers

Meetings

- Attend meetings as and when required including all staff and team meetings.

Training and Education

- Attend annual CPR lectures and relevant mandatory education presentations.
- Participate in appropriate education to maintain and develop professional expertise, skill and knowledge.
- Attend ongoing training as required.
- Participate in the reporting and dissemination of information resources obtained after training, conference attendances.

Mandatory Requirements

- Be aware of Tobwabba AMS complaints mechanism and administration procedures to undertake investigations as and when required.
- Work as a member of a team in order to achieve the objectives of Tobwabba AMS.
- Read, accept and sign Code of Conduct for Tobwabba employees
- Satisfy mandatory Working with Children’s Check and National Police check.
- Advise CEO of any incidents which may jeopardise your criminal record
- Perform other duties as requested by the Community manager.

Work Health and Safety

- Be familiar with the WH&S policies and procedures and be responsible for own safety and that of fellow employees, clients and visitors
- Apply WH&S guidelines and procedures.
- Identify and rectify safety hazards if within ability or authority. Alternatively report safety hazards in the workplace.
- Maintain a harassment, discrimination, violence and bullying free workplace.
- Consult with employers on WH&S matters.

Confidentiality

- Confidentiality is an essential requirement of the role. Any breach of confidentiality is deemed misconduct and result in dismissal.

I agree to abide by Tobwabba AMS standards and policies and confirm that I have read and understood the job description and agree to comply with same.

Employee Signature:

Date:

Print Name:

Authorised: Chief Executive Officer:

Prepared: 20/02/2020