



POSITION DESCRIPTION

SCHN - Palliative Care, Chronic and Complex Care Aboriginal Health Worker

  Collaboration  Openness  Respect  Empowerment	
Organisation	NSW Health
Local Health District / Agency	The Sydney Children's Hospitals Network
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Aboriginal Health Aboriginal Health Worker
Website	www.schn.health.nsw.gov.au

PRIMARY PURPOSE

The Palliative Care, Chronic and Complex Care Aboriginal Health Worker (AHW) role has been developed to enhance the delivery of respectful and culturally appropriate care to Aboriginal parents, carers and families who care for a child with a life limiting illness and/or chronic/complex medical condition.

This AHW role will work in partnership with the SCHN Palliative Care Services, General Medical Teams and other appropriate hospital based services to ensure Aboriginal children and families receive culturally responsive, holistic and well-coordinated care across the hospital and local Aboriginal communities.

The AHW will demonstrate leadership in improving Aboriginal Health outcomes for children with a life limiting illness and/or chronic complex medical conditions and their families in line with the SCHN Aboriginal Health Strategic Plan 2018-2021.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

Vaccination Category:

Category

A - ☒

B - ☐

Qualifications/ Licenses/ Registrations?

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WWCC

☒ Yes ☐ No

Work Health and Safety:

☒ Non-Supervisor

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing

KEY ACCOUNTABILITIES

The Palliative Care, Chronic and Complex Care AHW position will:

- Establish, promote and support the delivery of culturally safe and accessible service delivery to Aboriginal children and families receiving palliative care or those who are known to services across the SCHN who treat patients with chronic and complex medical conditions.
- Advocate and support culturally respectful communication with patients, families and clinical teams.
- Support the coordination of care for Aboriginal children and their families to ensure there is appropriate access to hospital and community based services throughout the illness of a child.
- Participate in regular family meetings and/or case conferences with the Palliative Care Service or other multidisciplinary teams involved in patient/family care.
- Assist the Palliative Care Service and/or General Medical Teams to identify and meet the goals of care of Aboriginal families throughout their child's illness and at end of life to ensure care is delivered in a culturally sensitive and appropriate way.
- To work collaboratively with the Palliative Care Bereavement Coordinator to ensure access to culturally sensitive bereavement support for Aboriginal families following the death of their child and in developing culturally appropriate information and education on grief and loss.
- Attend hospital and home visits to Aboriginal children and families with the Palliative Care Service or other General Medical Services that offer community visiting (e.g. Hospital in The Home).
- Support the development of resources and education targeted for local Aboriginal Communities to increase awareness about the role of Paediatric Palliative Care Services and/or medical supports that are available for children with a chronic and complex illness.
- Support the provision of culturally specific education and training to hospital and community staff so that care is delivered in a culturally appropriate and respectful way.
- Identify gaps in service delivery for children and families who are supported by Palliative Care and chronic and complex medical services and advise and participate in strategies to improve these.
- Participate in local/statewide groups that have been developed to support AHW's who are working in palliative care roles.
- Ensure appropriate documentation is entered into the child's electronic medical record to facilitate improved clinical communication across the various hospital teams involved in child/ family care.
- Improve data collection of Aboriginal children and families who are supported by the Palliative Care Service and/or those receiving chronic and complex medical services across the SCHN.
- Actively utilize the Aboriginal dashboard and other operational systems for early identification and ensure timely access to cultural support for Aboriginal patients and families.
- Other duties as directed by the AHW's line manager.

KEY CHALLENGES

- Working in close collaboration with health clinicians, a number of key stakeholders and Aboriginal people will require excellent communication skills and professionalism.
- Maintain confidentiality and professional boundaries in line with the NSW Health Code of Conduct.
- Building trust and positive working relationships with Aboriginal people and their families and the broader community, and with Palliative Care and chronic and complex medical services across the SCHN.

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KEY RELATIONSHIPS	
Who	Why
SCHN Palliative Care and Medical teams providing chronic and complex care.	To enhance working relationships and improve service development for the care of Aboriginal patients and families.
Social Work Head of Department.	Provide joint clinical supervision, support and debriefing to AHW's.
Deputy Director, Aboriginal Health	Professional line management. Works collaboratively with the SCHN Palliative Care and Medical Teams to ensure that health needs in this specialty area is met for Aboriginal children and their families
Statewide Aboriginal Palliative Care Groups.	To develop strong working relationships, improved opportunities for debriefing and the development of peer support.

SELECTION CRITERIA

1. This is an Aboriginal identified position and the application must be of Aboriginal and/or Torres Strait Islander descent (pursuant to Section 14 (d) of the Anti-discrimination Act 1977).
2. Proven knowledge and understanding of Aboriginal and Torres Strait Islander culture, social and emotional health and welfare issues and how these impact on Aboriginal and Torres Strait Islander people.
3. Demonstrated high level communication and interpersonal skills.
4. Demonstrated experience working with a variety of health and other community based teams providing support to Aboriginal children and families.
5. Demonstrated experience in delivering education or resource development to improve knowledge of Aboriginal culture for health staff and/or other service providers who provide care to Aboriginal children and families.
6. Holds or willing to obtain a certificate III in Aboriginal Primary Health Care or relevant health qualification, equivalent experience, or a combination of both.
7. or willing to obtain a Certificate III in Aboriginal Primary Health Care or relevant health qualification.
8. Holds a current driver's license or willing to obtain one.

OTHER REQUIREMENTS

Understand and practice person centred care

Work in partnership with consumers on improving and evaluating the delivery of services

Actively participate in quality improvement activities.

Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns

Be familiar with SCHN Child Protection Policy and Procedures and notify any allegations of suspected child abuse and neglect in line with policies.

Adhere to all current SCHN and NSW Health policies and procedures, including the NSW Health Code of Conduct

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Job Demands for: SCHN - Palliative Care, Chronic and Complex Care Aboriginal Health Worker

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Occasional	Sitting - remaining in a seated position to perform tasks Occasional
Standing - remaining standing without moving about to perform tasks Occasional	Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes Frequent
Running - floor type: even/uneven/slippery, indoors/outdoors, slopes Infrequent	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Infrequent
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Infrequent	Kneeling - remaining in a kneeling posture to perform tasks Infrequent
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks	Leg/Foot Movement - use of leg and/or foot to operate machinery

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Infrequent	Not Applicable
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Occasional	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Occasional
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Not Applicable	Lifting/Carrying - heavy lifting and carrying (16kg and above) Not Applicable
Reaching - arms fully extended forward or raised above shoulder Infrequent	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Not Applicable
Head/Neck Postures - holding head in a position other than neutral (facing forward) Infrequent	Hand and Arm Movements - repetitive movements of hands and arms Frequent
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Occasional	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Not Applicable
Driving - Operating any motor powered vehicle	

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Occasional

Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)

Constant

Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)

Constant

Smell - use of smell is an integral part of work performance (e.g. working with chemicals)

Not Applicable

Taste - use of taste is an integral part of work performance (e.g. food preparation)

Not Applicable

Touch - use of touch is an integral part of work performance

Not Applicable

Psychosocial Demands

Distressed People - e.g. emergency or grief situations

Occasional

Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness

Occasional

Unpredictable People - e.g. dementia, mental illness, head injuries

Restraining - involvement in physical containment of patients/clients

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Occasional	Not Applicable
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies Infrequent	

Environmental Demands	
Dust - exposure to atmospheric dust Not Applicable	Gases - working with explosive or flammable gases requiring precautionary measures Not Applicable
Fumes - exposure to noxious or toxic fumes Not Applicable	Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE Not Applicable
Hazardous Substances - e.g. dry chemicals, glues Not Applicable	Noise - environmental/background noise necessitates people raise their voice to be heard Not Applicable
Inadequate Lighting - risk of trips, falls or eyestrain Not Applicable	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight Not Applicable
Extreme Temperatures - environmental temperatures are less than 15°C or more than	Confined Spaces - areas where only one egress (escape route) exists

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35°C	
Not Applicable	Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls
Infrequent	Not Applicable
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks	Biological Hazards - exposure to body fluids, bacteria, infectious diseases
Not Applicable	Infrequent