



## Position Description – Cultural Support Worker

<b>Role Title</b>	Cultural Support Worker
<b>Team</b>	Aboriginal Culture Centre
<b>Remuneration (if applicable)</b>	Award
<b>Award and Grade (if applicable)</b>	Level 3 SCHADS
<b>Reports to (Name)</b>	Cassandra Ashcroft
<b>Reports to (Position)</b>	Aboriginal Cultural Centre Manager
<b>Direct Reports (Position)</b>	N/A

### Purpose of Position

Wayside is all about people. Our humanity flourishes when we spend our energy serving others, energized by a mission of creating community with no 'us and them'. The Cultural Support Worker will understand that our mission though simple, is somewhat counter to the wider culture. The Cultural Support Worker operates within the Aboriginal Cultural Centre helping to ensure that visitors experience a safe cultural environment, are provided accurate and helpful information and can benefit from internal and external programs and activities that assist them in feeling supported.

### Vision, Mission and Values

**Vision:** Love over hate.

**Mission:** Creating community with no 'us and them'.

**Values:** Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead, we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

### **Behaviours:**

*Stand Back:* Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel, and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask, "what facts do I not have" and "who can I talk to for reliable clarity"

*Speak Well:* Identify and appreciate the strengths in colleagues. Recognise that everyone's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

*Embrace Errors:* Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

*Be Kind:* We do an excellent job of being kind with our visitors, let's also be kind to each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable, but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

### **Key Accountabilities & Responsibilities**

The Cultural support worker is responsible for maintaining a culturally safe environment for our Aboriginal and Torres strait islander visitors, staff, and community at large.

#### **Working with Visitors**

- Greet visitors, built rapport, basic assessment of need and direct visitor flow through service.
- Contributing to the development and delivery of various cultural activities.
- Provide visitors with information on the Aboriginal Cultural Centre services and other services by local providers.
- Attend external and internal appointments with visitors to ensure they feel culturally safe and supported.

- Assist visitors with navigating services including but not limited to government and health.
- Provide crisis support and respond to immediate issues
- Maintain a safe environment through monitor visitor behaviour and managing incidents as they arise, including dealing with aggression and AOD/overdose.
- Promote independence, self-determination, and self-worth in visitors through one to one and community engagement.

### **Service Delivery**

- Collaborate inform other programs within Wayside on cultural safety and practice for the advancement of visitor care
- Operate within a trauma-informed, healing-centred framework
- Explore opportunities to expand relationships with other local services
- Collaborate and work effectively with volunteers and with other programs within Wayside for the advancement of visitor care objectives
- Participate in interagency meetings when required and ensure Wayside offers a consistent and professional presence. Explore opportunities to expand relationships and collaborative work with local service providers
- Utilise a trauma informed care approach to all interactions with visitors
- Operate within a harm minimisation framework when working with visitors engaged in high-risk behaviours

### **Administration, reporting & WHS compliance**

- Record accurate and timely data and information and effectively use available systems; This includes internal systems to record program statistics, check-in, visitors' flags, CIMS and other systems utilised in interagency meetings
- Comply with all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace

### **Other**

- Any other duties as directed by Aboriginal Cultural Centre Manager or Head of Programs
- Attend training and educational courses, supervision, and staff meetings

### **Note**

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. A Cultural Support Worker can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document. The Cultural Support Worker should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge, and skills.

### **Core Competencies – key skills, work experience, qualifications**

- TAFE level qualifications in Community Services Work, Mental Health, Alcohol and Other Drugs or other relevant area, and/or extensive experience in the areas of addressing the needs of disadvantaged populations
- Cultural knowledge, understanding and awareness of issues facing the aboriginal community
- Experience working with at-risk populations and understanding of related issues, both practical and systematic (including but not limited to Juvenile Justice, Aboriginal and Torres Strait Islander, CALD, trauma, homelessness, mental health, alcohol, and other drugs)

- Knowledge of and ability to operate regarding trauma informed principles
- Initiative, flexibility, and the ability to work in a demanding environment
- Ability to work as part of a team with a commitment to sharing knowledge and expertise and supporting Wayside culture
- Understanding of community-based model of care and commitment to the mission, vision and values of Wayside.

### **Key Relationships**

<b>Who</b>	<b>Why</b>
<b>Internal</b>	
<b>Aboriginal Cultural Centre Manager</b>	<ul style="list-style-type: none"> <li>• Support and promote best practice and practical initiatives</li> <li>• Escalate sensitive issues, receive guidance on proposals and recommended solution(s)</li> <li>• Keep informed, advise, and provide regular updates</li> <li>• Participate in discussions and decisions and share information on collaborations</li> </ul>
<b>Head of Programs</b>	<ul style="list-style-type: none"> <li>• Duties as directed in the absence of the Cultural Centre Manager</li> </ul>
<b>Aboriginal Cultural Centre Care Coordinators</b>	<ul style="list-style-type: none"> <li>• Work in a collaborative team space Assist</li> <li>• Ensure Visitor Referral</li> <li>• Identify and refer cases</li> <li>• Administrative assistance</li> </ul>
<b>Senior Social Worker</b>	<ul style="list-style-type: none"> <li>• Work in a collaborative team space</li> </ul>
<b>External</b>	
<b>Visitors</b>	<ul style="list-style-type: none"> <li>• Develop and maintain collaborative relationships and open channels of communication to share information</li> </ul>
<b>External Service Providers</b>	<ul style="list-style-type: none"> <li>• Collaborate and contact as directed on a case-by-case basis</li> </ul>