

Position Description

POSITION DETAILS			
Position Title	Cultural Services Officer - Corporate		
Reports to	Team Lead – Cultural Services		
Business Function	First Nations Programs	Salary Grade	ARRCS Enterprise Agreement – SCHADS
Direct Reports	0	Band / Level	Level 3.1 – 3.4 pending experience.
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	Team Lead - Cultural Services and Team members, Front-Line staff and site based staff, and other NT Regional Office / Support Teams.
External Key Relationships	Key or Core Aged Care stakeholders to the sites, organisation and our residents. First Nations People and Communities we operate within.

OUR ORGANISATION
Australian Regional and Remote Community Services began in July 2014. ARRCS aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The Cultural Services Officer is an integral part of our Cultural Services and First Nations Programs teams. Ensuring that there is adequate support across ARRCS in the areas of Cultural Safety, Cultural Management Performance and Evaluation, Permitting, Cultural Awareness Training and Orientation, Cultural Peer Support, Research, Networking and Key Stakeholder engagement. This role will also see you support the safe and successful completion of our other First Nations programs, such as the Traineeships and Return to Country. This role will also see you support the safe and successful completion of our other First Nations programs where required.

Position Description

KEY RESPONSIBILITIES

Staff and Resident Support

Depending on your portfolio you may be required to undertake all, or some of the duties outlined below:

- Gather and analyse site and resident of surveys and audits for Cultural program purposes.
- Meet with staff and residents face to face and or via virtual contact, for evaluation purposes.
- Depending on your portfolio, provide Peer support for staff.
- Provide or assist with Cultural training, Orientations, Cultural Safety and other training or workshops.
- Assist with the organisation of Territory based events, for example NAIDOC Week and Reconciliation Week

Support to Service and Program Management

- Manage and maintain strong relationships with the Team Lead and or current Service and Program Managers by providing a high-quality service and helping to resolve cultural issues as they arise.
- Provide updates and feedback to the Team Lead and other key staff in relation to the site's implementation of ARRCs cultural policies, systems, processes and programs.
- Complete any necessary administration accurately and on time (such as records of visits to consumers).
- Contribute to filing and file maintenance, ensuring administration is completed to a high quality.
- Contribute to broader First Nations administration activities as required.

Connection to Community

- Where requested, support ARRCs to maintain existing and develop new relationships to expand our community networks and promote opportunities within our organisation, including visits to community organisations, schools and other community partners.
- Provide input to planning and coordinating community engagement activities.
- Where requested by the Team Lead or as required by the sites, maintain engagement and connect with Aboriginal and Torres Strait Islander communities and organisations across the Territory.
- Assist with development and presentation of information sessions and workshops as required.

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system. Act in accordance with all relevant external legislation and internal ARRCs policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCs and assume responsibility for the delivery of the system through;
 - Active participation in quality improvement activities.
 - Actively participate in staff meetings.
 - Demonstrated knowledge of the Fire Safety and Evacuation Procedure.
 - Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
 - Be aware and comply with all Standards and Guidelines for Residential Aged Care Services.

Position Description

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Exercise due care and economy in the use of ARRCs equipment and supplies.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowerment of First Nations people.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Desirable

- Certificate or higher in Community Development or similar

Experience

- Demonstrated sensitivity to the cultural requirements of Aboriginal and Torres Strait Islander people and their families.
- Demonstrated experience in working with Aboriginal and Torres Strait Islander people
- A demonstrated understanding of the issues facing Aboriginal and Torres Strait Islander communities.
- Demonstrated initiative, ability to work autonomously and sound judgement.
- Demonstrated ability to follow systems and processes to maintain accurate records.
- Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
- Ability to reflect on own performance and seek guidance when required.
- Ability to problem solve and use initiative to maximise positive outcomes

Mandatory Requirements

- National Police Check – Lodged or dated within 3-months of commencement date.
- Current Influenza Vaccination
- NDIS Workers Screening Check – Lodged or received prior to commencement date.
- Driver's License

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your Team Lead or the Executive Manager. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.

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