

Position Description

POSITION DETAILS			
Position Title	Welfare and Wellbeing Officer		
Reports to	Regional Manager – People and Culture		
Business Function	People and Culture	Salary Grade	Common Law Contract
Direct Reports	NA	Band / Level	Professional and Supervisory – Band Level E
Indirect Reports	NA	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	People & Culture Team. Operational and Front-Line Leaders. Executive Leadership Group. PALM Workers.
External Key Relationships	Employer Representatives including Unions (such as United Voice, ANMF and HSU), Pacific Labour Scheme stakeholders including Department of Immigration.

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

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
<p>The Welfare and Wellbeing Officer will be the primary contact for the welfare and wellbeing for our Pacific Island workforce (PALM) who are joining us from the Pacific Island and will be involved in the day-to-day wellbeing of the teams. They will be a contact for emergencies, will work flexible hours including outside of standard business times and will support the group to have an enjoyable experience of working with ARRCS.</p> <p>The Welfare and Wellbeing Officer will provide guidance and mentorship to the Pacific Island Workforce to ensure their placement with ARRCS and in Australia is supported and has positive outcomes for all participating parties. You will be required to make regular visits to the residence of our workers and ensure that both their living, social and work lives are healthy and positive. You will be required to identify any areas of concerns, raise via the appropriate channels and action accordingly.</p>

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KEY RESPONSIBILITIES

Operational Requirements

- Arranging and supporting recreational trips for the groups, during the evening or on the group's days off (could be weekdays or weekends)
- Working with operational leaders and supervisors to understand individuals' performance and support improved performance as needed.
- Provide support to doctors/hospitals appointments for routine appointments and during emergencies.
- Liaise with support services such as Community Organisations such as Pastoral Care / Social / Welfare support.
- Will become the key conduit for communication between the business and the Pacific Workforce Team, ensuring any cultural and other concerns are raised and managed.
- Support the management of employee grievances with minimal impact to the business and manage escalations as required.
- Support ARRCs Leaders and People & Culture, to ensure compliance with industrial instruments, legislation and other employment related regulations as applicable.
- Support the People and Culture Team with Group Mobilisations, Onboarding and Compliance including all activities required for Pacific Labour
- Ability to work out of hours in line with the group needs and be flexible in work schedule. In order to build great relationships, regular contact with the group during early mornings, evenings and some weekends will be required.

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.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- 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 empowering of First Nations people within our employment and for those we serve in our positions.
- 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.

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.

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- 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 Aged Care Services.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

SELECTION CRITERIA

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

Qualifications – Desirable

- Certificate / Diploma in Social Support or Human Resources or a similar discipline (Desirable)

Experience

- Demonstrated experience managing employment programs and or multicultural work groups in a service-based industry (Hospitality / Health / Retail etc).
- Demonstrated experience being a caring and approachable person who thrives on supporting people to achieve their best.
- Ability to work autonomously with minimal supervision.
- Strong communication skills and working with people from other cultures.
- Knowledge of VISA application processes with Federal Government – Preferred however, not essential.

Mandatory Requirements

- NDIS Worker Screening or Working with Children Card
- Current Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check – Dated within 3 months
- NT 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 the Manager or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.