

Position Description

POSITION DETAILS			
Position Title	First Nations Cultural Specialist		
Reports to	Team Leader – First Nations Programs		
Business Function	First Nations Programs	Salary Grade	Enterprise Agreement – SCHADS
Direct Reports	NA	Band / Level	Level 3
Indirect Reports	NA	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	Residents and Clients within our care and their families/relatives. Operational Team Members and Front-Line Leaders. NT Regional Office / Support Teams.
External Key Relationships	Collaborate with third parties providing services to the organisation and our residents. First Nations People and Remote Communities.

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 Cultural Specialist is an integral part of our Service and Program teams ensuring that the First Nations people within ARRCS remain connected to their culture and country. You will provide strong advocacy to ensure their voices are heard and develop a strong sense of connection and belonging. This role develops and delivers cultural support including activity and lifestyle plans for people within our care in your region of responsibility.</p> <p>This role will also see you support the safe and successful completion of our First Nations programs. You will also provide mentoring and support when required to Aboriginal and Torres Strait Islander program trainees, as well as other program participants.</p>

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KEY RESPONSIBILITIES

Mentorship

- Collect client information for clients needing interpretation.
- Provide translation services to English or Language for First Nation clients.
- Monitor the progress of consumers through face to face and virtual contact to support safe and successful care.
- Build strong relationships with consumers and community members and lead stakeholder management.
- Lead Cultural care, Cultural Identity, cultural expectations and connection with aged care sites.
- Build and maintain links with consumers and community networks. Including making connections with consumer families (where appropriate)
- Assist with the organisation of Territory based events, for example NAIDOC Week, Reconciliation Week, and Sorry Day.

Support to Service and Program Management

- Manage and maintain strong relationships with current Service and Program Manager by providing a high-quality service and helping to resolve consumer issues as they arise.
- Provide updates and feedback to Managers in relation to the site's implementation of ARRCs cultural care framework.
- Complete 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

- 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.
- 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 and attend Careers Expos / Career Nights/ School presentations 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.

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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 – Essential

- Current First Aid Certificate or registration of future attendance.

Experience

- Demonstrated sensitivity to the cultural requirements of indigenous people and their families.
- Demonstrated experience in working with Aboriginal and Torres Strait Islander people, preferably in a mentoring capacity.
- A demonstrated understanding of the issues facing Aboriginal and Torres Strait Islander communities and with preference to youth.
- 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 ATSI 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

- NDIS Worker Screening or a current NT Working with Children Card
- Current Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check
- Driver's License

Duties Statement

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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 Residential Aged Care 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.