

Job Description

Job Title **Care & Support Officer 0.8FTE Fixed Term**

NTAHC is the key non-government organisation working in blood-borne viruses, education and support in the Northern Territory.

Our Vision is to eliminate Blood Borne Viruses (BBV) transmission in the Northern Territory through support, advocacy, and ending stigma and discrimination.

OUR VALUES:

- Respect and Integrity
- Knowledge and Innovation
- Honesty and Accountability
- Perseverance and Diligence

OUR STRATEGIC DIRECTIONS:

- Resilience and Sustainability
- Reputation and Profile
- Strengthen Community
- Innovation and Excellence
- Inclusivity and Access
- Robust systems and Processes

OUR DIVERSITY STATEMENT:

NTAHC welcomes, celebrates and respects diversity, and we actively promote equity and inclusion for all its employees, volunteers and priority populations. We do not tolerate discrimination based on sexuality, gender identity, bodily autonomy or gender expression.

Location	Alice Springs
Responsible for	Organisational Manager Alice Springs and Care & Support Coordinator Darwin
Staff reporting to this position	Nil
Direct relationship with	Care & Support Program Coordinators
Responsible for	The delivery of high-quality case management services and peer-based blood-borne virus community education and health promotion activities and training and education. Develop, implement, and evaluate case management

services; health promotion; community development and staff education programs relating to issues affecting communities prioritised within NTAHC's strategic plan.

Status Fixed Term part time contract, 12-months, 0.8 FTE

Salary Range Level 4.1 SCHADS award (pro rata)

As per pay scale – Level 4.1 Social and Community Services Employees under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) MA000100. Salary packaging is available.

Position reviewed January 2024

Position Aims: To reduce the transmission of blood-borne viruses (BBVs) and improve the health and wellbeing of people living with a BBV through case management, education, and health promotion.

Selection Criteria: To competently perform in this position, the person needs to possess the following knowledge, skills, and experience. The appointment will be based on experience, merit, and ability to meet criteria as outlined below.

Essential:

1. Qualifications or significant experience in community services, health, social science, or related field
2. Experience in the delivery of high-quality case management services
3. Demonstrated health promotion or community development, with an emphasis on HIV, hepatitis, sexual health, or Indigenous health or willingness to upskill in this area
4. Highly developed written and verbal communication skills and interpersonal skills
5. Computer competencies including Microsoft Office 365
6. Demonstrated ability to work collaboratively within a team and in developing and maintaining professional networks with clinical stakeholders
7. Willingness to obtain an Ochre Card and undergo a criminal history check
8. NT Driver's License

Desirable:

1. A Clear understanding of Peer-Based Support
2. Demonstrated ability to conduct research and develop, implement, and evaluate health promotion or community development programs
3. Experience in working with people living with HIV or viral hepatitis
4. Lived experience or understanding and knowledge of NTAHCs priority populations and communities and health issues, such as gay men and men who have sex with men; Aboriginal people; Sex Workers; people who inject drugs; Sistagirls and transgender people; people living with a BBV; and people travelling to and from high prevalence countries

Aboriginal people and people living with HIV or chronic HBV or HCV are encouraged to apply

Responsibilities:

Coordinate and provide case management services to NTAHC's Priority populations within NTAHC's strategic plan.

1. Deliver one-off, short term and ongoing care and support activities for people living with HIV, HBV and HCV, and other members of NTAHC's priority Populations. regarding NTAHC's mandate of preventing BBV's transmission if required.
2. Facilitate or deliver peer-led consumer forums aimed at building and maintaining community networks, to decrease social isolation if required.
3. Delivering education & training and health promotion activities and provide community education sessions, promoting the work of NTAHC and cultivating positive attitudes towards NTAHC priority populations.
4. Participate in regular supervision, clinical supervision and ongoing staff development activities, so client care is of a high standard and to prevent burnout.
5. Liaise with Darwin Care and Support Coordinators, to ensure NTAHC delivers consistent approaches to client care throughout the Territory.
6. Maintain networks with relevant health professionals to facilitate quality client care and ensure care coordination and referral pathways are maintained.
7. Facilitate access to emergency relief funds as per Department of Social Service and NTAHC's guidelines.
8. Collaborate with team and community members regarding the delivery of NTAHC events
9. Ensure projects are delivered and align with NTAHC Work Plan and strategic direction
10. Maintain and distribute up to date and evidence-based BBV treatments information and resources such as:
 - BBV updates and information sessions.
 - Facilitate treatment updates.
 - Interventions aimed at increasing mental resilience and decreasing social isolation; and
 - Information on health maintenance and a healthy lifestyle.
11. Carry out Harm Reduction Officer duties if required.
12. Administrative duties and data entry as directed by the Organisational Manager Alice Springs.
13. Other duties as directed by the Organisational Manger Alice Springs, Care & Support Coordinators or the Executive Director

Additional Requirements:

- To work on occasion out of regular working hours (some evening and weekends); and

Please note this job description may be reviewed by the Executive Director in consultation with the employee at any time.