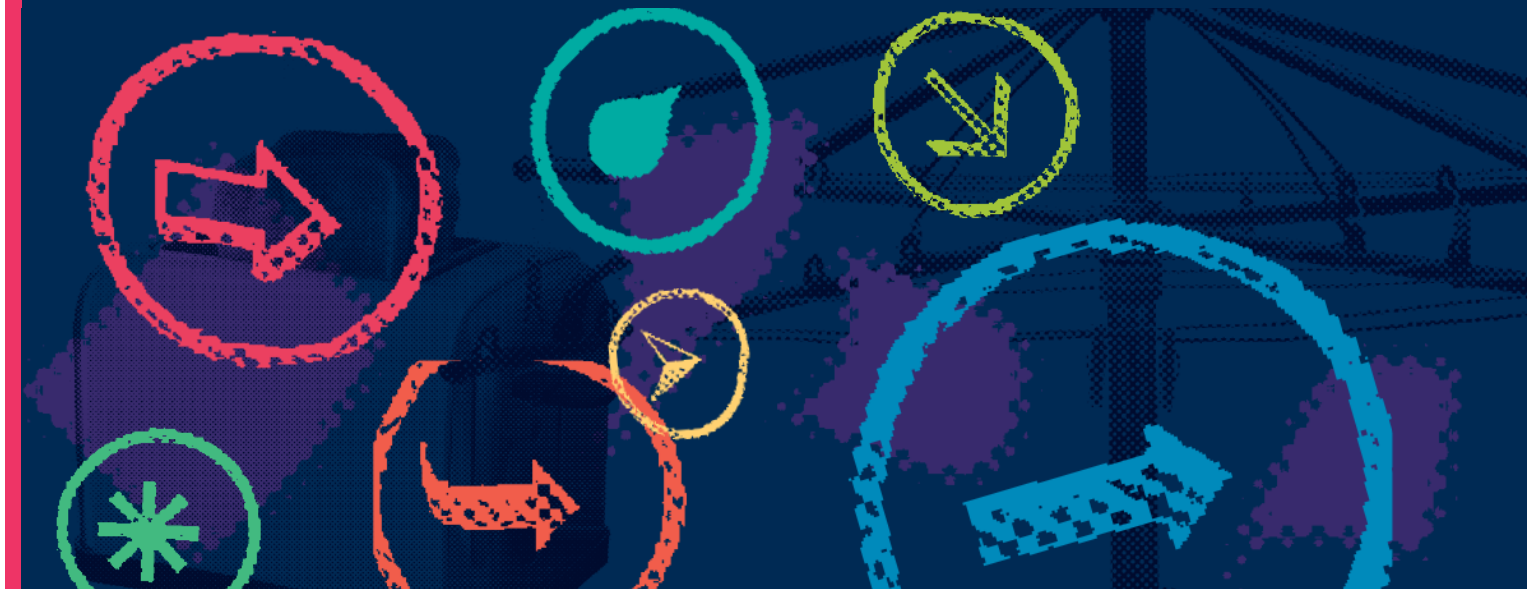


Women's Wellbeing Worker

Women and Girls' Health Hub- Caboolture



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title Women's Wellbeing Worker	Team Women and Girls' Hub
Reports to Cluster Lead	Line Manages NA
Employment Status Full time	Hours of Work (per week) 38
Classification/Award Level 3 SCHADS Award	Talkin Hub Lead
Based at 23-25 George St, Caboolture	Backup when absent? Team

Women and Girls' Hub

The Women and Girls' Health Hub is funded by Queensland Health to offer services to all women and girls with a focus on priority communities of women and girls who experience worse long-term health outcomes than the general population, due to significant barriers that impact these communities such as lack of culturally safe and appropriate health care. The Hub will offer a mix of medical, nursing, counselling, and social services. True Relationships and Reproductive Health and Women's Health and Equality Queensland will also be offering services from the Hub.

The Women's Wellbeing Worker will be responsible for supporting women and girls through direct service and administrative tasks. This role involves providing a warm and welcoming environment, assisting with reception duties, making appointments, and offering administrative support. The Worker will also support in the preparation and facilitation of peer-led activities aimed at enhancing the mental, physical, and emotional wellbeing of participants.

This role works as part of a multidisciplinary team within the Women and Girls' Hub to providing nursing care, outreach to vulnerable women and girls, creating pathways to address the social determinates of health and overcome barriers to healthcare and support services for women and girls in the Caboolture region.

Position Description

As a Women's Wellbeing Worker, you will...

Work as part of the team within the Wellspring Women and Girls' Hub to provide high quality integrated services to women and girls experiencing homelessness or to those who are vulnerable and at risk needing a healthcare response in Caboolture.

You will work as part the team to actively support and resource collaboration, communication and integration between partners to achieve our goals of improved outcomes for women and girls through integration across service systems, improved access to health care for a targeted population and reduced health inequality amongst disadvantaged populations.

Integral to the successful operation of the wellsprings Women and Girls', this role assists in the operation and administration of the Hub by:

- providing reception for the Inclusive Health and Wellness Hub,
- providing general administration support (including at Outreach clinics),
- working as part of a team where members demonstrate respectful relationships,
- maintaining a welcoming and respectful environment

The Women and Girls' Hub operates within a clinical primary health framework with a focus on the social determinates of health.

Women and Girls' Hub Team compromises of:

Collaborative Work

- Inclusive Health Partnerships
- True Relationships & Reproductive Health
- Women's Health & Equity QLD (WHEQ)
- Respect Inc
- Work as a collaborative member demonstrating commitment to teamwork and communicating values of the organization.

Key Organisational Systems

- Maintain practice within quality frameworks
- Brokerage processes and tool (Weel)
- HR Talkin
- Child and Vulnerable Adult Safeguarding Framework
- CSNet Participant Record System.

Stakeholders

- Metro North Health
- Caboolture Hospital and Health Service
- Brisbane North PHN
- Family and Domestic Violence Services
- First Nations Services
- Lady Gowrie Early Years Centre.

Key Responsibilities

Client Support

- Provide a warm, welcoming, and non-judgmental environment for all women and girls
- Assist with intake processes, including scheduling appointments, and answering general inquiries
- Provide emotional support, information, and referrals where appropriate, ensuring confidentiality and dignity for all participants.

Reception & Administrative Duties

- Answer phone calls, emails, and inquiries, directing them to the appropriate team members or resources
- Schedule and manage appointments, ensuring an efficient flow of services.
- Maintain accurate client records, ensuring all data is updated and confidential.
- Assist with office organisation, including maintaining office supplies and ensuring a clean and tidy reception area.
- Register participants to the Hub
- Utilise the online booking system (when available)
- Provide IT systems administration support when required, including Best Practice software, Microsoft Office, and other systems used by the Hub
- Meeting minutes – preparation, documentation and distribution
- Process documents as directed including faxing, shredding, scanning and filing of confidential documents
- Timely and accurate data collection and entry into the electronic software systems (e.g. Best Practice and Office 365) for new participants of the Hub
- Coordinate mail, including maintaining and updating a log of registered mail sent by the Hub
- Be accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures
- Provide admin and reception duties to offsite clinics (within working hours) as required
- Perform other duties as assigned by Cluster Lead.

Practice Clinical and Business Operations

- Oversight of pathology courier pick-ups of all specimens
- Maintain clinical and non-clinical stationery consumables
- Attending meetings, training and development opportunities as required
- Petty cash monitoring and reports to Cluster Lead and Micah Project's finance as required
- Engage and work well within a multidisciplinary team in a co-located environment.

Peer Activity Support

- Assist in the preparation of peer and group activities.
- Support in creating an inclusive and safe space for all participants.

Collaboration & Communication:

- Collaborate with other team members to ensure cohesive delivery of services

- Maintain effective communication with participants, ensuring they are informed about the services available to them.

Quality Improvement and Reporting

- Actively contributes to quality improvement activities to meet accreditation standards and for enhanced patient care, through monitoring and reporting practice analytics via data mining software (e.g. Primary Sense or similar) and Best Practice software
- Work with the Cluster Lead to monitor the Hub’s data, by using data mining software and Best Practice software to gather analytics for the Hubs reports.

Privacy and Confidentiality

Always maintain confidentiality and privacy by:

- Ensuring that all confidential information handled through reception is kept securely
- Recognising and reporting any potential data breach as per the Micah Projects Management Policy
- Ensuring reception is always covered (with assistance from the Hub team members).

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver’s License

- Essential Desirable

Essential

- Relevant certificate or diploma qualification and extensive experience, or a combination of experience, expertise, and competence.
- 3-5 years' experience in administration and/or reception role, specifically within a medical practice
- Experience and knowledge in the use of Best Practice patient management system
- Knowledge of office procedures and administration processes including Medicare billing and claiming process
- Excellent communication skills, including the ability to engage in rapid rapport building, and communicate complex information and concepts
- Effective organisational and time management skills, including ability to manage competing demand
- Sound level of interpersonal and intrapersonal skills
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles
- A positive attitude, and the ability to work flexibly and proactively in a team environment with a commitment to the values and principles of Micah Projects to meet community needs
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ Date _____

Document History	Version Number	01
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Original Date	January 2025	Revised Date
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