

## POSITION DESCRIPTION

<b>Position Title</b>	Social worker
<b>Location</b>	Townsville and Region
<b>Work Unit</b>	Social and Emotional wellbeing
<b>Position Reports To</b>	Manager – Social and Emotional Wellbeing
<b>Positions Responsible For</b>	Nil
<b>Award Reference</b>	SCHADS
<b>Date of Approval</b>	March2026

<b>About TAIHS</b>
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TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. With approximately two hundred employees and an operating income of \$30m generated from Commonwealth and State funding bodies. The organisation supports communities in the Townsville, Ingham, Burdekin, Charters Towers and Hughenden areas.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counselling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and specialist services for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through strategic partnerships advocacy for needs, promotion of awareness and education in improved health and social practices, the promotion of knowledge and understanding of underlying issues to address the unique patient and client needs and the development of evidence-based practices.

### **Our Vision** – “TAIHS ... More than a Health Service”

To “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”.

### **Our Purpose**

Lead the way in providing culturally accessible, integrated health and social support services to our people so that they can live healthier, stronger, and longer lives, preserving our oldest surviving culture for future generations.

### **Our Values**

- **Cultural Governance...**                      *Responsive, Leadership, Integrity*
- **Accountable...**                                      *Respect, Responsible, Outcome Focused*
- **Collaborative...**                                      *Partnerships, Integration, Engaged*

- **Innovative...** *Creative, Courageous, Sustainable*
- **Evidence-Based...** *Ethical, Transparent, Improvement*
- **Empowerment...** *Advocate, Motivate, Communicate*

## Our Strategic Pillars

- **Access and Capability** – *improving access to high quality, inclusive health and human services that are culturally safe and responsive*
- **Innovation and Transformation** – *translating knowledge into action by championing creative approaches to planning, designing and delivering health and human services*
- **Culture and Community** – *reflecting Aboriginal and Torres Strait Islander people’s cultural values throughout the organisation’s policies, practices and relationships*
- **People** – *strengthening and empowering our capability, practices, and every community member to engage in culturally responsive ways*
- **Sustainability and Governance** – *strengthening and enhancing our foundation for long success, stewardship and influence*

## Our Services

Corporate Services →

Primary Care →

Community Services →



## Your Contribution

This position is responsible for providing Ad Hoc counselling and Psychosocial supports to clients presenting with a broad range of issues. These issues relate to self-esteem, depression, anxiety, mood disorders, anger and conflict management, grief and loss, stress-related physical illness, sleep, domestic violence, sexual health problems, relationship issues, alcohol and substance misuse.

## Key Responsibilities and Accountabilities

### Duties & Responsibilities

- Provide evidence-based therapeutic interventions – Ad Hoc counselling / Psychosocial supports
- Assessing client, providing service/crisis intervention and follow up as required
- Participating and advocating for, and on behalf of clients
- Providing referrals to access services relevant to individualised care needs
- Liaising with Doctors and other support services (internal and external) to support clients to achieve their self-determined goals
- Provide support for the client to engage in community service supports and ongoing mental health support
- Complete all case plans/notes in Best Practice
- Observe strict confidentiality, ensuring all organisational and client information is kept private
- Develop and maintain clinically effective working relationships with referring agencies
- Provide support to the multi-disciplinary team as required
- Remain abreast of professional issues related to SEWB generally and specifically for Aboriginal and Torres Strait islander people

### ALL employees have a commitment to adhere to the following:

- Work collaboratively with other team members and the wider TAIHS community in a manner that fosters positive reputation, relationships and workplace culture
- Work within legal, ethical and professional frameworks
- Ensure a commitment to all lawful and reasonable directions
- Actively endeavour to meet personal performance expectations and standards
- Participate in relevant meetings (organisation and team)
- Participate in required training and professional development programs
- Actively monitor, review and assist with improvements to policy, procedure, process and practice across TAIHS - All employees share the authority and responsibility of identifying non-compliances or possible improvements and recording these instances such that corrective or preventive action can be taken, to rectify the immediate situation and to prevent recurrence
- Commit to self-development and self-awareness to support professional growth
- Work in accordance with the TAIHS Code of Conduct and values, workplace health and safety legislation, confidentiality policies and all other relevant policies, procedures and processes
- Undertake other duties as reasonably directed

Please note that the duties outlined in this position description are not exhaustive and only provide an indication of the work involved. To achieve business needs TAIHS can direct you to perform duties which it considers are within your level of skill, competence and training.

### Working Relationships

This position reports directly to the Manager and works collaboratively with peers.

## Delegations

As outlined within the Delegations Register.

### Required Qualifications and Experience

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- Social Work or higher (Membership to professional body preferred)
- Awareness of, and sensitivity to Aboriginal and Torres Strait Islander history, coupled with knowledge of the current range of issues affecting these cultural groups
- Experience in client needs assessment, service/crisis intervention and evidence based therapeutic practices relevant to working with Indigenous clients (e.g. narrative, strengths based, person centred approaches)
- Ability to work as part of an interdisciplinary team in a multidisciplinary way
- Ability to use MS Office Suites, with the ability to grasp new software applications with ease

#### Required Licenses and Checks

- Ability to pass a National Police Check – no Serious/Criminal/Court Records
- Current Blue Card (Queensland's Working with Children Check) (or AHPRA registration if required)
- Current C Class Drivers Licence (Qld)
- Proof of qualifications and current registration (as appropriate) are to be provided prior to commencement of employment
- Ability to perform the physical requirements of the role in a safe manner
- Offer of the position may be subject to a pre-employment medical assessment to support the selection process.

#### Required Attributes

- Ability to show initiative, discretion and good judgement in carrying out clinical duties
- Proven ability to be adaptable with competing demands in the workplace
- Proven ability to work cooperatively as a member of an interdisciplinary team and show support and respect for colleagues
- Commitment to the principals of confidentiality
- Ability to foster productive relationships

#### Practical Requirements

- Work outside of normal hours of duty may be required
- Travel across the region may be required
- Ability to perform the physical requirements of the position in a safe manner

### Conditions and Benefits of the Position

TAIHS provides access to an employee assistance program and access to learning and development opportunities. Your employment experience with TAIHS will include work-life balance with competitive salary and benefits, leave entitlements, career progression opportunities and the chance to make a difference to the people and communities.

TAIHS is committed to building an inclusive culture that respects and promotes human rights and diversity. The position involves working with a multicultural organisation where the majority of employees, clients and stakeholders identify as Aboriginal or Torres Strait Islander. Employees demonstrate an understanding of the issues affecting Aboriginal and Torres Strait Islander people communicate effectively and empower Aboriginal and Torres Strait Islander people.

TAIHS acknowledges that we respectfully journey together to aspire to be a culturally capable organisation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, people with a disability, and those with family responsibilities to apply.

