



# SAHSSI Position Description

## Health Link Worker – Connect Well Program (Nowra Crisis Accommodation, Shoalhaven)

<b>Version:</b> 1.2	<b>Date approved:</b> August 2025	<b>Next review date:</b> June 2027
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<b>Classification/ Grade</b>	Grade 4 Social, Community Home and Disability Services Industry Award (SCHADS) (Commonwealth)
<b>Hours</b>	Part time (15.2 hours per week) Core working Hours: Over 3 days - actual hours may be negotiated.
<b>Location</b>	Based at The Nowra Crisis Accommodation Service, Shoalhaven, NSW May be required to work from other locations within the Shoalhaven and Illawarra at management request
<b>Funding Program</b>	<b>Supporting Outreach Healthcare for Victim-Survivors of FDSV Pilot – 2 Year funding</b>

### PURPOSE OF ROLE

The Health Link Worker is responsible for coordinating integrated health care for women and children who are victim-survivors of family, domestic and sexual violence (FDSV) and residing in one of SAHSSI's Nowra Crisis Accommodation sites or receiving services from a SAHSSI case manager.

The role works within the Connect Well Program, delivered in partnership with COORDINARE, to ensure clients receive timely and seamless access to health and social support services. This includes supporting the on-site GP clinic, facilitating referrals, coordinating with multi-agency providers, and ensuring care is trauma-informed and culturally safe.

The position also contributes to program reporting and data collection in line with funding requirements.

### ABOUT CONNECT WELL

Connect Well is funded through the **Supporting Outreach Healthcare for Victim-Survivors of FDSV Pilot** under the *National Plan to End Violence Against Women and Children 2022–2032*. The program operates in the Eurobodalla, Goulburn, and Shoalhaven LGAs, providing GP and nursing care on-site at crisis accommodation services.

The model includes:

- GP clinics staffed by a female GP and female practice nurse trained in trauma-informed care.
- Brokerage funds for access to specialist and allied health services.
- Outreach and virtual health service options for clients unable to attend in person.
- Partnerships with Local Health Districts (LHDs), NGOs, and community organisations to ensure integrated support.



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## KEY RESPONSIBILITIES

### **Service Coordination and Client Support**

- Oversee daily operations of the Connect Well GP clinic at Nowra Crisis Accommodation, ensuring smooth and effective service delivery.
- Use DFSV and trauma-informed, strengths-based, and client-centred approaches.
- Coordinate health care and social support services to provide holistic, integrated care for clients.
- Facilitate referrals between LHD, private health services, community providers, education services, and social supports.
- Support clients to access brokerage funding for individual health needs.
- Advocate for clients' needs across health and social care systems.
- Monitor client progress, including pre- and post-intervention outcomes, as part of the multidisciplinary team.
- Implement strategies to maximise appointment attendance and service engagement.

### **Stakeholder Engagement**

- Build and maintain strong relationships with LHDs, healthcare providers, community organisations, schools, and other relevant stakeholders.
- Foster multi-agency collaboration to achieve positive client outcomes.
- Promote the Connect Well program within the community and through interagency meetings.

### **Data, Reporting, and Compliance**

- Maintain accurate and timely client records in line with SAHSSI's and COORDINARE's policies, privacy requirements, and relevant legislation.
- Contribute to program reports on service delivery, challenges, and achievements.
- Support collection of data for funding and evaluation purposes.
- Ensure compliance with organisational, contractual, and legal requirements.

### **Quality and Continuous Improvement**

- Participate in service review and quality improvement processes, incorporating client and stakeholder feedback.
- Assist in the development and review of policies and procedures relevant to the role.
- Attend and contribute to SAHSSI meetings and training.

### **Work Health, Safety and Wellbeing**

- Ensure safe work practices are followed in accordance with WHS legislation and SAHSSI policy.
- Report hazards, incidents, and near misses promptly.
- Take reasonable care of personal health, safety, and wellbeing, and avoid adversely affecting the health and safety of others



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## SELECTION CRITERIA

### Essential

- Relevant qualifications and/or experience in care coordination, health navigation, or a related role.
- Demonstrated ability to engage and support clients using trauma-informed and integrated care principles.
- Strong communication and interpersonal skills, with the ability to build positive relationships with clients and stakeholders.
- Proficiency in Microsoft Office applications and ability to use electronic record systems (e.g., Best Practice).
- Ability to work with minimal supervision, manage competing priorities, and take initiative.
- Experience in stakeholder engagement across health and social care sectors.

### Desirable

- Experience coordinating care for vulnerable or at-risk populations.
- Experience working in homelessness and/or domestic and family violence services
- Knowledge of the primary health care sector.
- Experience working with diverse communities, including children.

### Special Conditions

- Ability to travel for work-related purposes (Full licence).
- Current NSW Working with Children Check.
- National Police Check.

## KEY RELATIONSHIPS

Who	Why
<b>Internal</b>	
Shoalhaven Women's Services Manager	<ul style="list-style-type: none"><li>• Direct line reporting for guidance, supervision, and performance management</li><li>• Escalate issues, make suggestions, and provide regular updates</li><li>• Contribute to team meetings and planning processes</li></ul>
Clients/ service users	<ul style="list-style-type: none"><li>• Deliver client-centered, trauma-informed support</li><li>• Manage expectations and maintain professional boundaries</li><li>• Encourage feedback and client input into service delivery</li></ul>



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Colleagues and team-mates	<ul style="list-style-type: none"><li>• Collaborate on health needs of clients and their children, projects, and events</li><li>• Share information and contribute to continuous learning</li><li>• Constructively manage conflict and contribute to team improvements</li></ul>
<b>External</b>	
Referring agencies	<ul style="list-style-type: none"><li>• Build strong, responsive referral pathways with Health providers and other NGOs</li></ul>
Community members	<ul style="list-style-type: none"><li>• Build positive community relationships, sharing information about the Connect Well program</li></ul>
Local NGO and Government agencies	<ul style="list-style-type: none"><li>• Collaborate to support clients and achieve program outcomes</li><li>• Represent SAHSSI in Connect Well interagency meetings, forums, and community initiatives</li></ul>

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

This role involves a combination of office-based and outreach work, including support within dynamic crisis accommodation settings where client needs and environments can change rapidly.

Key physical and emotional demands include:

- **Household tasks:** Includes keeping the clinic space clean, arranging the space prior to clinic, and maintaining a safe and welcoming environment.
- **Manual handling:** May need to set up room for clinic to take place once a fortnight. May occasionally assist client to carry personal belongings.
- **Desk-based work:** A significant portion of the role involves computer-based tasks such as emails, case notes, reports, audits, and attending virtual or in-person meetings.
- **Travel:** Regular travel between SAHSSI sites, outreach or health service locations with clients, and external meetings or events. This includes driving and transporting items
- **Emotional resilience:** While not physical, the role carries a substantial emotional load. It involves working with women and children affected by domestic and family violence and homelessness, supporting Aboriginal and non-Indigenous colleagues, navigating cultural safety, and responding to trauma-related situations. This work can be emotionally demanding and requires ongoing self-care and professional support

## CAPABILITIES FOR THE ROLE

SAHSSI operates under the SHS Workforce Capability Framework (attached). This includes a Personal Attributes Matrix and 9 Capability Framework Streams that define the skills and attributes essential for success in the role.

## ACKNOWLEDGEMENT



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This position description outlines the general scope and responsibilities of the role but is not an exhaustive list of duties. It may be reviewed in consultation with the employee to meet operational needs.

<b>Employee:</b>		<b>SAHSSI Representative:</b>	
<b>Signature:</b>		<b>Signature:</b>	
<b>Date:</b>		<b>Date:</b>	



## SHS Capabilities Framework

This position is a **Tier 1 Practitioner** – People working at this tier do not supervise the work of others; they work under the direction of others and apply their skills to meet established targets or outputs.

### The Personal Attributes Matrix

Personal attribute	Descriptor
<i>Innovative</i>	<ul style="list-style-type: none"><li>• Generates options and ideas for improvement</li><li>• Is open to change and alternatives</li><li>• Takes advantage of new and emerging opportunities</li></ul>
<i>Focused</i>	<ul style="list-style-type: none"><li>• Research options and sets a clear path</li><li>• Has clear goals, deals with obstacles and impediments</li><li>• Manages own time to achieve key outcomes</li></ul>
<i>Positive</i>	<ul style="list-style-type: none"><li>• Has faith in own abilities and remains optimistic</li><li>• Maintains composure and focus when faced with difficulty</li><li>• Recovers from setbacks</li></ul>
<i>Collaborative</i>	<ul style="list-style-type: none"><li>• Works with others to achieve common goals</li><li>• Engenders a spirit of teamwork</li><li>• Encourages others to achieve</li></ul>
<i>Analytical</i>	<ul style="list-style-type: none"><li>• Reviews arguments and opinions before making judgement</li><li>• Presents clear and logical arguments</li><li>• Takes a systematic approach when building towards improvements</li></ul>
<i>Client focused</i>	<ul style="list-style-type: none"><li>• Prioritises needs of clients and members</li><li>• Aims for best outcomes for clients and members</li><li>• Are outcomes focused</li><li>• Follows through with commitments</li></ul>
<i>Culturally aware</i>	<ul style="list-style-type: none"><li>• Respects difference in all its forms</li><li>• Adapts language to aid communication</li><li>• Values diversity as a strength and positively utilises diversity</li></ul>
<i>Ethical</i>	<ul style="list-style-type: none"><li>• Is credible and truthful</li><li>• Has integrity and principles</li><li>• Reflects expected standards of behaviour and Code of Conduct</li></ul>

## Capability Framework Streams: Tier 1

1	Community and Interagency Relations	2	Professionalism	3	Communication	4	Leadership and Teamwork	5	Resources, assets and sustainability
<b>Networks and stakeholders</b>		<b>Time management</b>		<b>Advocacy</b>		<b>United vision</b>		<b>Revenue raising</b>	
1.1.1	Utilises own community networks to achieve established outcomes	2.1.1	Demonstrates punctuality and meets agreed schedules and timelines	3.1.1	Actively listens to colleagues and clients and passes on relevant information accurately and appropriately	4.1.1	Maintains enthusiasm and understands own role in achieving organisational mission	5.1.1	Supports fundraising work
<b>Community</b>		<b>Ethics</b>		<b>Written communication</b>		<b>Strategic focus</b>		<b>Financial management</b>	
1.1.2	Contributes to staff forums and meetings and key community issues	2.1.2	Observes Code of Conduct seeks assistance with ethical dilemmas, and manages professional boundaries	3.1.2	Proves accurate written information using forms, log books and templates appropriate to the task	4.1.2	Follows work plan and prioritises key tasks	5.1.2	Assists with maintenance of financial records and works efficiently to meet established budgets
<b>Partnerships and collaboration</b>		<b>Taking responsibility</b>		<b>Verbal communication</b>		<b>Team dynamics</b>		<b>Procurement</b>	
1.1.3	Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes	2.1.3	Takes responsibility for work outcomes and enacts authority as defined in role statement	3.1.3	Speaks politely and explains issues and information clearly to clients and colleagues	4.1.3	Openly shares information, participates and contributes to team discussions.	5.1.3	Makes low cost purchases and achieves value for money
<b>Knowledge of community</b>		<b>Problem solving</b>		<b>Public Speaking</b>		<b>Conflict management</b>		<b>Equipment and assessments</b>	
1.1.4	Maintains basic awareness of current community issues and knowledge of relevant organisations	2.1.4	Demonstrates common sense, and uses established strategies to solve routine problems	3.1.4	Participates actively in staff meetings and shares information to improve work environment and outcomes	4.1.4	Considers the views of others and aims for group cohesion	5.1.4	Takes care when using and maintaining equipment and aids
<b>Social justice</b>		<b>Initiative and enterprise</b>		<b>Interpersonal skills</b>		<b>Diversity/ different styles</b>		<b>Sustainability</b>	
1.1.5	Demonstrates commitment to social justice and social inclusion	2.1.5	Contributes to ideas for improved ways of working	3.1.5	Demonstrates active listening and asks appropriate questions when dealing with clients and colleagues	4.1.5	Values diversity in team and supports colleagues	5.1.5	Uses resources appropriately and supports organisation's sustainability protocols

<b>6</b>	<b>Service delivery</b>	<b>7</b>	<b>Program management and policy development</b>	<b>8</b>	<b>Change and responsiveness</b>	<b>9</b>	<b>Governance and compliance</b>
<b>Reflective practice</b>		<b>Policy development and implementation</b>		<b>Change management</b>		<b>Strategy</b>	
6.1.1	Applies organisational practice models, procedures and relevant legislation when working with clients	7.1.1	Maintains awareness of policies and applies procedures to daily work activities	8.1.1	Maintains a positive approach to change and adapts to new or different ways of working	9.1.1	Achieves targets in work plans and understands links with strategic goals
<b>Knowledge of client issues</b>		<b>Program development</b>		<b>Multi-skilling</b>		<b>Quality</b>	
6.1.2	Maintains awareness of client needs	7.1.2	Performs own role and responsibilities efficiently to contribute to program and project outcomes	8.1.2	Takes advantage of opportunities for learning and growing skills	9.1.2	Ensures that own work meets the organisation's quality requirements
<b>Client outcomes</b>		<b>Achieving results</b>		<b>Creativity and innovation</b>		<b>Risk management</b>	
6.1.3	Supports clients to achieve their goals or aspirations through provision of quality service	7.1.3	Supports program and project team members to achieve defined outcomes	8.1.3	Identifies opportunities to do things better, develops ideas with others and assists with implementation of routine changes	9.1.3	Ensures that risks are identified and reported in own work context
<b>Diversity</b>		<b>Contract management</b>		<b>Technology</b>		<b>WHS</b>	
6.1.4	Demonstrates sensitivity and respect for diversity and differences in clients.	7.1.4	Records relevant data for contract administration	8.1.4	Uses technology and software applications effectively in accordance with task requirements	9.1.4	Ensures safety of self and others in work environment
<b>Client confidentiality and</b>		<b>Complaints handling and</b>		<b>Learning and development</b>		<b>Legislation and compliance</b>	
6.1.5	Respects client confidentiality and dignity	7.1.5	Records complaints and assists with reviewing feedback on program outcomes	8.1.5	Prepares own development plan in consultation with supervisors	9.1.5	Is aware of relevant legislation and licensing requirements and ensures compliance in work practices