

POSITION DESCRIPTION

Position Title:	Targeted Health Support Worker
Business Unit/Department:	Pathways to Good Health
Division:	Integrated Community Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Community Development Worker: Class 2B
Reports To:	Pathways to Good Health Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	23 December 2025

Position Purpose

Children and Young People in Out of Home Care (OOHC) experience higher rates of developmental delays, poorer physical and mental health outcomes, and significant unidentified and unmet health needs. Through the implementation of the *National Clinical Assessment Framework for Children and Young People in OOHC* and the *Targeted health support for children and young people in care: service framework* Western Health's Pathway to Good Health program will collaborate with key stakeholders to address these health inequities utilising trauma informed, culturally safe and evidence-based approaches that centre around the needs of the child.

The Targeted Health Support Worker – Pathway to Good Health is based at the Western Health Melton site, however will work in collaboration with the Department of Families, Fairness and Housing, Child Protection and Victorian Aboriginal Child Care Agency (VACCA) to ensure Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander Children are supported to access health services. They are for supporting culturally safe and appropriate access to intake and triage by the clinical nurse coordinators for CALD and Aboriginal children and their carers, and to provide service navigation support for children in kinship care.

Business Unit Overview

Integrated Community Health Service Directorate

The Integrated Community Health Services Directorate at Western Health focuses on delivering high quality evidence based care to those residing in the Brimbank Melton and Western Melbourne regions across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services, health promotion, community partnerships.

The Integrated Community Health Service delivers preventative, early intervention and chronic disease management. Services operate on the social model of health and with a focus on:

- Equity and accessibility
- Effective community participation/control
- Multidisciplinary team work

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Strategies beyond individual care (group work, health promotion, community development)

Services within this directorate include:

- Adult Allied Health
- Paediatric Allied Health
- Community Health Nursing
- Community Nursing
- Dental
- Counselling
- Family Violence services
- Aboriginal Health Programs
- NDIS (National Disability Insurance Scheme) Therapeutic Supports

Staff model the Western Health values of CARES (Compassion, Accountability, Respect, Excellence and Safety).

Key Responsibilities

Direct Comprehensive Care:

- Promote cultural responsiveness and safety in service delivery • To provide high quality evidence based paediatric services to meet the needs of CALD and Aboriginal and Torres Strait Islander children and their families.
- Identify and navigate barriers to engagement in health services for children in OOHC.
- Engage with and support CALD and Aboriginal and Torres Strait Islander children and their families to access and navigate health and wellbeing services including: maternal and child health services, paediatric and allied health services, dental, general practitioner and Closing the Gap Health Assessments, immunisation and NDIS funded Early Childhood services
- Facilitate CALD and Aboriginal and Torres Strait Islander children engaging both with internal services to Western Health and external care services.
- Facilitate referrals to external services including specialist health and community services for CALD and Aboriginal and Torres Strait Islander children in OOHC
- Attend multi-disciplinary meetings in relation to CALD and Aboriginal and Torres Strait children in OOHC.
- Support practitioners with the implementation of health management plans for CALD and Aboriginal and Torres Strait Islander children in OOHC.

Support of Systems:

- Participates in operational group meetings to identify and address systemic and operational barriers and issues.
- Collaborate with key stakeholders including local ACCOs and ACCHOs, early years and local government services to facilitate positive outcomes for Aboriginal and Torres Strait Islander children in OOHC
- Contributes to communication with Department of Health relating to program productivity and impacts.
- Contributes to internal projects relating to program impacts and sustainability
- Assist in the development of culturally appropriate health promotion resources and tools to improve community access and participation in services
- Develops partnerships with relevant health and mental health services to facilitate patient access and information sharing.
- To contribute to the ongoing quality improvement of the program and services.

Research:

- Engage in the evaluation of the project as requested by Western Health and/or the Department of Health

Our Vision

Together, Caring for the West

Patients – Employees – Community – Environment

- Support related research projects regarding health for children involved with Child Protection services

Professional Leadership:

- Develop and maintain excellent relationships with internal and external stakeholders.
- Attendance and participation in supervision as a formal process of reflective practice and support to enable ongoing professional development

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager Paediatric Community Health
- Pathways to Good Health Team Leader
- Pathway to Good Health workers
- Paediatricians
- Paediatric allied health staff
- Intake and Administration staff
- Other Integrated Community Health Service (ICHS) staff and managers
- Allied Health discipline managers

External:

- Department of Families, Fairness and Housing, Child Protection
- Victorian Aboriginal Child Care Agency (VACCA)
- Aboriginal Community Controlled Organisations and other services specifically supporting Aboriginal and Torres Strait Islander community members
- Royal Children's Hospital Victorian Centre for Health Leadership for Children in Care (VCHLLC)
- FASD Connect and VicFAS
- Schools and Early Childhood Education Centre staff
- Health professionals including Allied Health professionals, General Practitioners, Paediatricians, MCHNs,
- NDIS services including the NDIA, ECEI partner agencies, service provider agencies.

Selection Criteria

Essential:

- Completion of Year 10 or above.
- Knowledge and familiarisation of the local CALD and Aboriginal culture and community.
- Demonstrated ability to work effectively and sensitively with an understanding of the holistic needs of clients and their families.
- Respect for and understanding of the client's right to informed choice, independence and determination of services required and delivered.
- Ability to apply principles of confidentiality, privacy and maintain confident communication.

Desirable:

- Ability to engage and build positive networks within the local Aboriginal community
- Awareness of formal and informal supports in the community that can be accessed by Aboriginal families with young children
- Demonstrated experience in working in a team environment focussed on collaboration.
- Understanding of the requirements for child safety and wellbeing and willingness to engage with services in relation to these needs

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a Working With Children Check prior to employment
- Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment