



PURPLE HOUSE

Position Description

Position Title: Nyiyaparli Dialysis Patient Support Worker
Location: Perth
Classification: WDNWPT EA 2022 – Community Services Workers – Level 4.1

Position Summary

The Nyiyaparli Dialysis Patient Support Worker is essential in supporting Nyiyaparli renal patients throughout their healthcare journey. This role provides comprehensive, wraparound case management tailored to meet diverse patient needs, focusing on healthcare navigation, advocacy, and logistical support. By fostering empathetic relationships, empowering patients to make informed decisions, and collaborating with external healthcare providers and community organisations, the Nyiyaparli Dialysis Patient Support Worker aims to enhance patient experiences while alleviating the spiritual, cultural, and emotional stresses associated with being away from country and family.

This role, managed by Purple House and funded by the Karlka Nyiyaparli Aboriginal Corporation RNTBC (KNAC), supports KNAC's mission to benefit the Nyiyaparli people now and into the future. As the Native Title representative group for the Nyiyaparli People, KNAC represents the Traditional Owners of approximately 36,684 square kilometres in the east Pilbara region, an area of profound cultural and historical significance, including sacred sites, communities, and vital resources. Recognising the need to support Nyiyaparli dialysis patients, KNAC values the expertise that Purple House, Australia's leading provider of remote and regional dialysis, brings to this partnership. The Nyiyaparli Patient Support Worker will enable patients to access culturally safe healthcare while staying connected to family, culture, and country. This collaboration embodies KNAC's commitment to the care, health, and wellbeing of Nyiyaparli people as outlined in their 2025-2027 Strategic Plan.

About Purple House

Our mission is to improve the lives of people with renal failure, reunite families and reduce the impact of kidney disease in our communities. We are run by Aboriginal people for Aboriginal people and work to provide culturally appropriate dialysis services in remote communities, helping people to get home to country and family.

All employees are expected to carry out their work in accordance with the values of WDNWPT which are:

- We will ensure that Walytja (family), Tjukurrpa (dreaming), Ngurra (Country) and Kuunyi (compassion) are central to all that we do and say
- We will be strong, clever, brave and determined to make life better for our people
- We will think deeply, plan wisely and take action to support patient agency, enhance wellbeing and maintain dignity

- We will share our experiences and knowledge with others so that we all can learn
- We will foster understanding and respect between Indigenous and non-Indigenous peoples
- We will embed quality and safety in all we do and say
- We will work sustainably and actively respond to the impacts of climate change



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Standard Requirements

- Demonstrate a courteous and respectful manner and communicate effectively with internal and external stakeholders.
- Demonstrate cultural awareness and knowledge of cultural safety and Indigenous community control.
- Maintain confidentiality of information about clients, other staff members or community members.
- Work to achieve standards of best practice and promote continuous quality improvement.
- Demonstrate safe work practices and promote a safe work environment.

Functions

- Patient Support: Build empathetic relationships with patients; coordinate transport arrangements; schedule appointments to facilitate patients' access to necessary services; offer activities during dialysis.
- Patient Advocacy: Assist patients in navigating the healthcare system; attend medical appointments with patients and provide cross-cultural translation between doctors, nurses, and patients to enhance communication; advocate for patients' needs and preferences to ensure their voices are heard in care decisions; and employ innovative thinking to address barriers that prevent patients from being approved for remote dialysis or kidney transplant.
- Patient Empowerment: Empower patients to make informed decisions regarding their health care options to foster a sense of autonomy and engagement in their treatment.
- Collaboration: Work closely with external healthcare providers, Karlka Nyiyaparli Aboriginal Corporation, and community organisations to increase the number of patients receiving dialysis on Country.

About You

- You have a patient centred focus and eye on our goal of getting people home on country. You are known for your compassion, empathy, and ability to listen. Your style is flexible, good humoured, and resilient.
- You are a self-starter and can work autonomously, knowing when to ask for help. You can think on your feet to negotiate and solve problems.



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- You can communicate with all sorts of people. You are considerate and thoughtful in conflict management.
- You're eager to learn and collaborate with your team. You are passionate and ready for a challenge. (But we are all here to share the fun!)
- You are culturally curious and have respect for culture and community. You have experience working for an Aboriginal organisation and awareness of the issues pertaining to the Pilbara.

Qualifications, Skills & Experience

- Good health literacy and/or background in health support or advocacy.
- Experience in client assessment, care planning and case management or care coordination. Experience in short-term case management of clients with complex health needs.
- Understanding and experience of cultural protocols, alongside a willingness to work respectfully in accordance with Aboriginal groups and cultures. Excellent knowledge and understanding of the issues and cultural factors affecting Aboriginal people.
- Demonstrated experience of working collaboratively with a variety of stakeholders and multi-disciplinary teams.
- Demonstrated computer skills competency, including Microsoft Office software (particularly Word, Excel and Outlook) and an ability to learn new software.
- Ability to keep accurate records, write reports and maintain compliance with care standards.
- Provide support in the day-to-day operation of Purple House Perth
- Drivers' License C Class minimum.

What we offer

- Purple House is a registered not for profit, we are able to offer excellent salary packaging options through Community Business Bureau (CBB)
- Salary package (depending on individual circumstances)
- Up to \$15,899 per FBT year
- Up to \$2,650 on Meal, entertainment, and holiday accommodation card per FBT year.

- Additional items covered under Salary Packaging by Community Business Bureau (CBB) such as power or mortgage.
- Above Award wages.
- Ceremonial Leave (up to 10 days).
- Study Leave after 12 months.



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For more information about this role call the WA Perth team on 08 8929 9952

If you think you're a great fit for this role, apply now by submitting a one-page cover letter and CV to people@purplehouse.org.au