

# RACHEL BRUCE

Operations Manager| Accredited Mental Health Social Worker | Cultural Supervisor| Social Work Supervisor.

## PROFILE

Torres Strait Islander solutions focused leader with years of successful culturally informed practice and leadership in the communities within the state of Queensland within government, not for profit and community control sectors. A career dedicated to improving the lives of First Nations people and communities by delivering culturally appropriate service delivery. A solution focused leader with exceptionally high communication and interpersonal skills, within a highly ethical foundation grounded in First Nations knowledge and expertise with a continued willingness to continue to learn and develop my leadership and practice skills. Ability to provide insight and articulate mainstream services and First Nations model of care. A team player, who can work highly independently while being a strong advocate for quality relationships and genuine collaboration within service model designs. A strong leader of workforces, leading to high achievements, including Winner of State Awards for Service Delivery Designs that are culturally informed and engaging.

## SKILLS

- ❖ Culturally Informed Practice
- ❖ Management Operations
- ❖ Leadership
- ❖ Senior Practice Lead
- ❖ Relationship Management, including Stakeholder Engagement
- ❖ Project Management
- ❖ Staffing/People Management
- ❖ Collaboration & Team Player
- ❖ Communication & Interpersonal
- ❖ Project Planning & Management
- ❖ Culturally Informed Leadership & Service Delivery
- ❖ Solutions Focused Approach
- ❖ Service Coordination

## EDUCATION

**Accredited Mental Health Social Worker.** 2013 – 2024. Australian Association of Social Workers

**Bachelor of Social Work. 1999.** University of Queensland.

**Diploma of Indigenous Community Welfare.** 1996. Southbank Institute of TAFE, Brisbane

## PROFESSIONAL AFFILIATION

- ❖ Member of Australian Association of Social Work
- ❖ Member First Nations National Plan Steering Committee Our Ways – Strong Ways – Our Voice (Family & Domestic Violence and Sexual Abuse)
- ❖ Cultural Mentor & Advisor – First Nations staff, Department Child Safety Qld
- ❖ Provide professional supervision as per AASW standards to Social Workers
- ❖ Provide cultural supervision to First Nations staff and Social Workers.

## EMPLOYMENT

### **Operations Manager. Mura Kosker Sorority. 2022 – Current.**

- ❖ Manage operations of organisation funded programs.
- ❖ Contribute to organisational Strategic Planning, service delivery planning while working collaboratively with Board, CEO and Managers.
- ❖ Responsible for program operational plans, reporting and ensure service delivery and contract compliance
- ❖ Ensure community led service delivery and engagement.
- ❖ Lead and implement case management processes across of all programs, including provide internal supervision to all team members, within culturally competent framework
- ❖ Stakeholder engagement and relationships.
- ❖ Provide mentorship and coaching to workforce.
- ❖ Manage staff in relevant program delivery.
- ❖ Lead and implement case management framework and practices across whole of workforce, referral, intake, assessment, case review – Embedded within cultural protocols and practices. Lead and implement Mura Kosker Holistic Wellness Programs to be delivered across all the Torres Strait.
- ❖ Lead and implement programs focused on early intervention and prevention, within in a culturally safe model of service delivery. Resulting in highly positive engagement and feedback from community members and staff who delivered programs. Yarning sessions with community regarding family and domestic violence, and safety within families.

### **Wellbeing Specialist Support & Service Coordinator. Mura Kosker Sorority Inc. 2020 – 2022.**

- ❖ Lead service delivery and case management processes and procedures consistent with organisation's service delivery framework.
- ❖ Provide specialist practice advice and support to organisational program staff to ensure quality service delivery.
- ❖ Support staff and complete risk assessments of individuals escaping domestic and/or family violence across the Torres Strait.
- ❖ Lead and support staff's practice in client safety planning, assessment and monitoring of on-going risk for family members and workers.
- ❖ Support staff and participate in community visits on each of the islands in the Torres Strait.
- ❖ Develop and ensure referral pathways are accessible and responsive.
- ❖ Complete internal and external reports as required, including funder reporting.
- ❖ Participate in local network meetings - Integrated Service Response (ISR), High Risk Teams (HRT) and Local Level Alliance (LLA) focused on supporting clients and families and addressing domestic and family violence within the Torres Strait catchment.
- ❖ Support team members and complete SRS client database system.
- ❖ Lead and embedded cultural engaged, safe and responsive debriefing across workforce.

**Acting SEWB Manager & SEWB Integrated Care Coordinator. Apunipima Cape York Health Council. 2018 – 2020.**

***\*Please note – Various positions within Apunipima Cape York Health Council.***

- ❖ Manage and oversee all funded SEWB programs across Cape York - Men's Support Program, Wellbeing Centres (Mossman Gorge, HopeVale, Coen and Aurukun), AOD Non-Residential Service, Breakthrough for Families (AOD Education & Awareness for families and community members), Cultural Connections Program (Aurukun men in Lotus Glen Correctional Centre and post release back home to Aurukun).
- ❖ Operational leadership and management of 60+ staff in multiple locations, including FIFO and Community Based.
- ❖ Financial management of all funded programs.
- ❖ Operational management of direct reports - Program Managers and Team Leaders.
- ❖ Work closely with internal corporate supports - HR, Compliance, Facilities, Finance, Travel and Clinical Governance.
- ❖ Lead and facilitate staff meetings.
- ❖ Lead and ensure contract compliance.
- ❖ Staffing and people management, including mediation and conflict resolution.
- ❖ Recruitment.
- ❖ Oversee and determine development and training needs of workforce.
- ❖ Collaborative and partnership relationships.
- ❖ Negotiate and draft MOU's with key stakeholders.
- ❖ Participate audits - ISO and HSQF.

**Cape York SEWB Wellbeing Centre's Team Leader. Apunipima Cape York Health Council. 2017.**

- ❖ Leadership support and management of local Community Based Wellbeing Centre Team Leader's in Aurukun, Coen, HopeVale and Mossman Gorge.
- ❖ Lead and facilitate team meetings as required.
- ❖ Ensure KPI's and outcomes were delivered and met in all service delivery aspects.
- ❖ Mentor and provide staff with daily operational support on referral and intake, assessment and interventions including in case work.
- ❖ Liaise with and attend interagency meetings locally as required.
- ❖ Backfill vacancies of Community Based Team Leader roles.
- ❖ Lead and participate in recruitment to vacant positions.
- ❖ Lead and deliver performance review processes across Wellbeing Centre workforce.
- ❖ Lead and support Community Based Team Leader's to understand and meet service delivery plans.
- ❖ Work collaboratively with internal and external key stakeholders, including elders and Traditional Custodians within all Cape York communities.
- ❖ Lead and coordinate travel and accommodation rosters for all community based and FIFO staff for all aspects of service delivery.
- ❖ Oversee all administrative, systems, budgets and travel requirements of Wellbeing Centre workforce.

**Remote Area Coordinator. Partners in Recovery. Apunipima Cape York Health Council. 2014 – 2017.**

- ❖ Actively engage with and support Partners in Recovery (PIR) participants, families, carers, kin and key stakeholders.
- ❖ Provide advocacy and support to PIR participants, families, carers and kin.

- ❖ Provide social and emotional wellbeing support to participants, families, carers and kin within the community.
- ❖ Support families with information relevant to mental health issues and challenges.
- ❖ Provide 'Yarning Sessions' for families, carers and kin to promote recovery-oriented approaches.
- ❖ Coordinate and participate in interagency network meetings.
- ❖ Present at forums and workshops, including guest speaker to service providers.
- ❖ Collaborate with Social Worker colleagues to develop Child safety Training Package.
- ❖ Participate in clinical supervision as required by professional Australian Association of Social Workers (AASW) standards.

**Mental Health Clinician. Access to Allied Health Psychological Services. Far North Qld Medicare Local. 2013 – 2014.**

- ❖ Provide counselling and support to clients experiencing mild to moderate mental health issues.
- ❖ Provide counselling, advocacy and support to clients from a culturally linguistically background (CALD).
- ❖ Deliver therapeutic interventions via prescribed focused psychological strategies, cognitive behavioural therapy, interpersonal therapy, psychoeducation, suicide prevention, skills training and other behavioural therapies.
- ❖ Negotiate, liaise and advocate based on client needs with relevant key stakeholders and service providers.
- ❖ Provide cultural mentoring and support to colleagues.
- ❖ Provide psychological support through ATAPS in rural Aboriginal Community Control Health Organisations.
- ❖ Participate in clinical supervision as required by AASW standards.

**Clinical Counsellor. FIFO servicing remote communities. Royal Flying Doctors Service. 2012 – 2013.**

- ❖ Provide counselling and case co-ordination to individuals and families in remote communities.
- ❖ Provide therapeutic interventions in relation to complex emotional and behavioural needs and responses due to: ATODS, mental health issues, trauma, family violence.
- ❖ Negotiate, liaise and advocate in relation to client issues with statutory and voluntary external services including Child Safety, Criminal Justice, Education, Primary and Mental Health Services
- ❖ Provide clinical cultural support to colleagues in a supervisory capacity.
- ❖ Develop and facilitate Women's Group sessions.
- ❖ Work in conjunction with other service providers to facilitate health and emotional wellbeing sessions for Young Women's Group
- ❖ Strategic and operational networking, collaboration and negotiation with external stakeholders such as Indigenous Organisations, Government and Non-Government Agencies.
- ❖ Provide mentoring and cultural support to colleagues.
- ❖ Participate in community activities and events.
- ❖ Provide monthly progress report to management.
- ❖ Adhere to set criteria requirements of the Family Responsibilities Commission

- ❖ Undertake Clinical Supervision as required by AASW standards.
- ❖ Successfully designed and delivered sessions to women in groups – Activities at the centre, On Country activities, sharing of culture activities, including sessions on Social and Emotional Wellbeing

**Primary Health Care (PHC) and Wellbeing Centre Counsellor & Counselling & Emotional Support Supervisor. Southeast Tasmanian Aboriginal Corporation (SETAC). 2003 – 2012.**

- ❖ Provide counselling and support to individuals and families.
- ❖ Provide support and assistance through parents & children group sessions.
- ❖ Negotiate, liaise and advocate in relation to client issues.
- ❖ Develop and facilitate information sessions for support group meetings, health forums and workshops.
- ❖ Develop and facilitate emotional well-being programs for primary and secondary schools.
- ❖ Liaise and network with other Indigenous Organisations, Government and Non-government agencies.
- ❖ Attend meetings with management and funding bodies.
- ❖ Attend workshops and conferences to enhance training and professional development.
- ❖ Supervise and assist Youth & Community Support Worker in program delivery.
- ❖ Supervise and assist Pace (Parents and Community Engagement) Co-ordinator in program delivery.
- ❖ Provide debriefing processes, support and assistance to colleagues.
- ❖ Provide management with monthly report, data and statistics.
- ❖ Attend Steering Committee and Reference Group meetings.
- ❖ Undertake administrative duties.

**Acting Health Care Manager. Southeast Tasmanian Aboriginal Corporation (SETAC).**

- ❖ Staff mentoring and supervision.
- ❖ Facilitate staff meetings.
- ❖ Monitor, assist and support staff in all relevant programs.
- ❖ Responsibility for ensuring efficacy and accountability of implementation of programs.
- ❖ Attendance and service report in regular supervisor's meetings with management.
- ❖ Represent SETAC in interagency meetings with external service providers.

**Stolen Generations Counsellor. Aboriginal & Islander Community Health Service (AICHS). Brisbane. 2000 – 2003.**

- ❖ Provide counselling and support to Aboriginal and Torres Strait Islander individuals and families affected by the processes of past government policies.
- ❖ Work in collaboration with Qi Link-Up service in providing counselling, advocacy and support to Individuals and families throughout the reunification process Negotiate, liaise and advocate in relation to client issues.

- ❖ Facilitate support group meetings.
- ❖ Develop and facilitate culturally appropriate programs and workshops for clients.
- ❖ Develop, facilitate and evaluate educational programs for the wider community
- ❖ Strategic and operational liaison and networking with other Indigenous organisations.
- ❖ Government and Non-Government agencies.
- ❖ Attend meetings and workshops pertinent to the Stolen Generation program Provide management with monthly report and statistics.
- ❖ Supervision of social work and welfare students on work placement.
- ❖ Facilitate debriefing processes for colleagues.
- ❖ Undertake administrative tasks and maintain accurate client records.
- ❖ Acting Branch Manager (Backfill).
- ❖ (Community & Oral Health Section).
- ❖ (Mental Health, Stolen Generation, Welfare, Dental).
- ❖ Staff supervision, meetings.
- ❖ Mediate and address staff issues and concerns using effective conflict resolution skills.
- ❖ Responsibility for ensuring efficacy and accountability in implementation of programs.
- ❖ Provide management with reports.
- ❖ Attend meetings with management and funding bodies.
- ❖ Strategic and operational liaison and networking with other key stakeholders
- ❖ Undertake administrative duties.

#### PAST EXPERIENCE

##### **JODARO HOSTEL – BRISBANE. Student Support 1994 – 1995**

- ❖ Provide assistance, support and mentoring to Aboriginal & Torres Strait Islander students from remote areas
- ❖ Support students with administration requirements for processing
- ❖ Meal preparation and kitchen duties (weekend)

##### **QUEENSLAND DEPARTMENT OF HEALTH (ROCKHAMPTON). Residential Care Officer. 1985 – 1986**

- ❖ Provide care and support to people with disability in residential accommodation
- ❖ Provide assistance in therapy programs for clients
- ❖ Provide assistance and support to colleagues
- ❖ Support and engage in social activities with clients
- ❖ Attend client care co-ordination meetings

##### **THURSDAY ISLAND GENERAL HOSPITAL. Assistant Nurse. 1979 – 1983**

- ❖ General patient care
- ❖ Nursing duties
- ❖

## REFEREES

Aletia Twist  
Chief Executive Officer, Mura Kosker Sorority Inc  
Thursday Island Qld 4875  
Mobile: 0458 691 663  
Email: [aletia.twist@murakosker.org.au](mailto:aletia.twist@murakosker.org.au)

Tanya Robinson (BA. Sock Wk.)  
Director, Service Delivery Thirrili  
Mobile: 0475788268  
Email: [tanyar@thirrili.com.au](mailto:tanyar@thirrili.com.au)