



POSITION DESCRIPTION

Position Title	Health Advocate
Location	Birtinya; with travel within service region
Employment Status	Full-Time; 36 hours p/w
Position Report To	Program Manager- Chronic Conditions
Position Responsible For	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available (following successful probation period) Employer contribution to superannuation (12.75%)
Application Closing Date	COB Friday 8 th November 2019
Contact	Alana Haymes – CDMP Manager; alana@ncacch.org.au

NCACCH background statement.

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through the implementation of the very first Brokerage Model for health service delivery. Through this highly successful Brokerage Model, NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through;

- Provision of access to a full regional network of health care professionals;
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising partnerships with primary healthcare services and other specialised services, as a proactive tool to deliver community wide "Closing the Gap" health status improvement initiatives.

Our Vision: *To 'close the gap' in the health status of Aboriginal and/or Torres Strait Islander people through a holistic approach to client health and wellbeing.*

Purpose of the Position

- The Health Advocate will provide care coordination service to Chronic Disease Management Program participants living with chronic conditions under the NCACCH Chronic Disease Programs – HealthTrax and Integrated Team Care (ITC)
- The Health Advocate will engage in productive and respectful relationships with clients with a goal of self-management and provide support to access appropriate services.

Decision-making

The Health Advocate reports to the Program Manager for Chronic Conditions (PMCC) and:

- Consults with the PMCC and CDMP staff in undertaking responsibilities and makes recommendations to achieving program aims and objectives.
- Identifies areas for improvement of CDMP programs and services and makes recommendations to the PMCC.

Key Responsibilities

- Engaging in productive and respectful relationships with Aboriginal and Torres Strait Islander people living with chronic disease, their families and networks
- Contribute towards reducing the burden of disease for a selected group of Aboriginal and/or Torres clients with a focus on diabetes, respiratory, cancer, renal and cardiovascular chronic conditions.
- To provide care coordination service to a defined number of clients, with chronic diseases focusing on diabetes, respiratory, cancer, renal and cardiovascular conditions with a goal of self-management
- To support clients to access appropriate support and specialist services.
- To support clients to achieve self-management of their chronic disease(s).
- To work in collaboration with other organisations to facilitate access and a continuum of care in the community.

The NCACCH Health Advocate operates with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, they work towards ensuring the efficiency and effectiveness of program and service delivery and support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Registered Nurse or equivalent qualification
- Sound knowledge of Aboriginal and/or Torres Strait Islander culture, health and health disparities between Aboriginal and non-Indigenous population across South East Queensland.

- Experience working with clients with a focus on self-management and demonstrating case management skills.
- High level project management experience, including the ability to deliver under pressure, meet deadlines, and manage competing work priorities.
- Highly developed written and verbal communication skills, with the ability to liaise, consult and negotiate positive program outcomes in collaboration with both internal and external stakeholders.
- Ability to work autonomously and within a team and display initiative, self-motivation, and excellent time management ability.
- Sound competency in using health information databases, both PC and web-based programs and applications, including Microsoft Office suite

Desirable:

- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions;
- Knowledge of local, state and national health policies, resources and organisations;
- Understanding of the social determinants of health and how these impact on health behaviours; and
- Ability to interpret and utilise available health data and literature to establish an evidence base for both existing and proposed programs and services.

Practical Requirements:

- Hold a Suitability 'Blue Card' for working with children and young people;
- Hold a current Queensland Driver's Licence;
- Some work out of normal hours of duty, including some week-ends, will be required; and
- Travel across the region will be required.

Summary of Duties

In accordance with the relevant policies of NCACCH, the procedures developed under these policies, program guidelines and subject to directions of the NCACCH PMCC, General Manager (GM) or Chief Executive Officer (CEO) the Health Advocate will assist to maintain a range of NCACCH services. Generally duties are described in the Duty Statement.

- A. Engage in productive and respectful relationships with Aboriginal and Torres Strait Islander people living with chronic conditions, their families and networks
- B. Reduce the burden of disease for Aboriginal and/or Torres program participants with a focus on diabetes, respiratory, cancer, renal and cardiovascular chronic conditions
- C. Provide care coordination/health advocate service to a defined number of program participants living with chronic conditions; with a focus on diabetes, respiratory, cancer, renal and cardiovascular conditions
- D. To obtain baseline health and continued specific observation data of participants
- E. To provide support of clinical duties undertaken by NCACCH Health Workers
- F. To support clients to access appropriate support and specialist services
- G. To support clients to achieve self-management of their chronic condition(s)

- H. To work in collaboration with other organisations to facilitate access and a continuum of care in the community
- I. Ensure Integrated Team Care (ITC) and HealthTrax program Guidelines are followed and deliverables are achieved
- J. Promotion of NCACCH Programs, with an emphasis on Chronic Disease related activities
- K. Maintain accurate record keeping systems as part of the ongoing evaluation and efficient management for both Programs
- L. Ensure the cultural safety of the program
- M. Contribute to Continuous Quality Improvement reviews and/or activities
- N. Other duties relevant to NCACCH as directed by the PMCC, GM or CEO