



## Position Description

### Care Coordinator (Aboriginal Health Worker)

<b>Position Title</b>	Care Coordinator (Aboriginal Health Worker)
<b>Location</b>	Birtinya and Gympie; with travel required between both region/s
<b>Employment Status</b>	Full time; 36 hours p/w
<b>Position Report To</b>	General Manager - Health Services
<b>Position Responsible For</b>	Nil
<b>Remuneration</b>	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)
<b>Application Opening Date</b>	NA
<b>Application Closing Date</b>	NA

#### 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 its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. 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 its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives.

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

## Purpose of the Position

The Care Coordinator (Aboriginal Health Worker) is part of the Clinical Services team and reports directly to the General Manager - Health Services. The primary function of this position is to provide high quality services including assessment, examination, treatment and case management, along with contributing to the holistic health models incorporating continuity of care. The NCACCH Health Worker operates within a non-clinical team environment with the aim of improving the health and wellbeing of Aboriginal and Torres Strait Islander people through the provision of comprehensive and culturally safe primary health care services.

The NCACCH Health Worker is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCH's values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH's current quality management systems.

## Selection Criteria

### Essential:

- Experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO) or similar
- Demonstrated experience providing follow-up care services for patients and families who are identified as being at risk and/or have a chronic condition
- Demonstrated ability to recognise individual communication needs and to adapt messages and approaches accordingly
- Sound knowledge of Aboriginal and/or Torres Strait Islander culture, health and health disparities between Aboriginal and non-Indigenous population across South-East Queensland
- Case management skills and experience providing follow-up care services for clients with a focus on self-management
- Project management skills, including the ability to deliver under pressure, meet deadlines and manage competing work priorities
- Highly developed interpersonal and communication skills with the ability to liaise, consult and negotiate positive program outcomes in collaboration with both internal and external stakeholders.
- Self-motivated, highly organised with strong initiative and proven ability to work autonomously
- Competent using health information databases, both PC and web-based programs and applications, including MS Office suite and ability to learn other relevant systems as required.

***Please note: Under s25 of the Anti-Discrimination Act 1991 (Qld), it is a genuine occupational requirement for the incumbent to be an Aboriginal and/or Torres Strait Islander person.***

**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
- Ability to interpret and utilise available health data and literature to establish an evidence base for both existing and proposed programs and services.

**Mandatory Qualifications / Professional Registrations and Licences**

- Minimum Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious /Criminal/Court Record

**General Role Requirements**

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

**Mandatory Vaccinations**

- Flu vaccinations against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

## Position Responsibilities

### Screening, Assessment and Follow Up Services

- Within scope of practice, provide health screening/s for patients and families including, but not limited to:
  - routine clinic observations
  - comprehensive health screening as the first stage of an annual Preventive Health Check (item 715)
  - scheduled screening/s prompted by the Patient Management System
- Receive and act on 81300/10950 EPC Referrals to provide specified follow-up services for patients and families who have completed comprehensive preventive health assessments (Item 715) and / or GPMPs / TCAs
- Provide hearing screening on referral for children aged 5 years and over and/or adults, as well as, working closely with the GP and/or audiologist to follow-up patients whose results require further assessment and/or treatment
- In line with the Tackling Indigenous Smoking protocol, provide comprehensive assessment, brief intervention advice and intensive follow up and support for patients wanting to quit
- Provide assessments of lung health on referral, including performance of PEFr and/or spirometry
- Within scope of practice and competency, undertake venesection and point-of-care testing as requested by the GP
- Actively maintain knowledge of the application of the MBS relevant to position, as well as, ensuring all EPC follow-up visits are compliant with the referral and recording and reporting of follow-up services meets the criteria for MBS claiming

### Education and Promotion of Health Literacy

- Provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need
- Working closely with the Community Health Services and Chronic Disease Management teams to identify opportunities for individual, family and community education to build knowledge about wellbeing including healthy life choices, risk factors, chronic conditions, breadth and availability of health care and related services

### Collaborate

- Work collaboratively and holistically within a multidisciplinary team environment to engage patients and families in the management of their wellbeing from a social, cultural, physical, and emotional perspective
- Provide support and guidance to non-Aboriginal and/or Torres Strait Islander colleagues on cultural ways/societal factors which may influence or require consideration when working with patients and families

### Service Provision

- As per qualifications and associated scope of practice, this role may require you to perform the following services:
  - Provide culturally effective first point of medical engagement including, triage assessments, taking of medical history/detail/s

- Provide routine screening services to patients including blood pressures, blood sugar levels, temperatures including the appropriate reporting and recording requirements
- Perform best practice service delivery within scope of practice, observing universal precautions and follow standing orders / guidelines in the absence of a Medical Officer
- Provide treatment and care to all patients under the direction of the GP, including immunization of all babies, children & adults in line with the Australian Immunization Handbook including the appropriate reporting and recording requirements
- Conduct comprehensive Child and Adult Health checks in line with NCACCH policy and procedures and national guideline recommendations
- Provide wound care and assessment
- Within scope of practice, provide health screening/s for patients and families including, but not limited to: routine clinic observations, comprehensive health screening as the first stage of an annual Preventive Health Check (item 715) and scheduled screening/s prompted by the Patient Management System
- Within scope of practice and competency, undertake venesection and point-of-care testing as requested by the GP
- Actively maintain knowledge of the application of the MBS relevant to position, as well as, ensuring all EPC follow-up visits are compliant with the referral and recording and reporting of follow-up services meets the criteria for MBS claiming
- Liaise and coordinate treatment, care and follow up through consultation with other visiting allied health/specialists, hospitals and agencies
- Attend home visits with GP if required
- Primary responsibility for monitoring and ensuring maintenance of cold chain systems and other medical storage systems & clinical equipment

#### **Service Development and Improvement**

- Actively participate in regular clinic meetings, case conferencing, continuous quality improvement meetings and activities as required
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

#### **Relationship Management**

- Foster productive working relationships with other NCACCH staff to achieve seamless support services
- Actively seek to build and maintain strong working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community

#### **Information Management**

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility

- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

### **Excellence**

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check-Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

### **Safety**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

### **Legal Obligation**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety
- Comply with standards of practice in accordance with Aboriginal Primary Health Care qualification

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**