



Position Description

Aboriginal and Torres Strait Islander Health Worker

Position Title	Aboriginal and Torres Strait Islander Health Worker
Location	Gympie; travel may be required across NCACCH service region/s
Employment Status	Full time
Position Report To	Practice Manager
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)
Application Opening Date	NA
Application Closing Date	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 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 Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; 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 'close the gap' in the health status of Aboriginal and/or Torres Strait Islander people through a holistic approach to patient health and wellbeing.

Purpose of the Position

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 Aboriginal and Torres Strait Islander Health Worker operates within a 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 valid primary health care services.

The NCACCH Aboriginal and Torres Strait Islander Health Worker is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position works closely with the Practice Manager to ensure NCACCHs business objectives are met through robust and effective support systems and activities to support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Previous experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO) or similar
- Demonstrated ability to provide 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
- Demonstrated experience with working in and contributing to a multidisciplinary team environment
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems
- Strong administrative skills including the ability to prioritise competing work priorities, maintain accurate and legible records and meet targets and performance outcomes
- Strong interpersonal and communication skills with a focus on patient outcomes; including the ability to develop meaningful relationships whilst respecting traditional culture and values
- Demonstrated as possessing highly developed written and verbal communication skills with the ability to liaise with patients, internal and external stakeholders.

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:

- Demonstrated knowledge and experience working with an electronic Patient Management System e.g. MMEX
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast 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

Mandatory Qualifications/ Professional Registrations and Licences

- Minimum Certificate III in Aboriginal and Torres Strait Islander 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

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

Duty Statement

Position Title	Aboriginal and Torres Strait Islander Health Worker
Reviewed	08 September 2021
Supervision	Practice Manager

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 Practice Manager and the Clinical Services Lead, the Aboriginal and Torres Strait Islander Health Worker will provide high quality services including assessment, examination, treatment and case management with the aim of improving the health and wellbeing of Aboriginal and Torres Strait Islander people.

In co-operation with and subject to direction of the Practice Manager the Aboriginal Health Worker abbreviation shall carry out the following duties:

Provision of 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) and 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 Indigenous 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 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 as required
- 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 in the delivery of seamless support services
- Actively foster productive 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

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.