



Position Description

Health Promotion Officer

Position Title	Health Promotion Officer
Location	Maroochydore; travel may be required across NCACCH service region/s
Employment Status	Full-time; 36 hours per week
Position Report To	General Manager – Community and Aged Care Services
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available for full time status Employer contribution to superannuation (12.75%)

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 improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

The Health Promotion Officer is part of the Health Services team and reports directly to the General Manager – Community & Aged Care Services.

The primary function of the Health Promotion Officer is to create awareness and deliver education to Aboriginal and/or Torres Strait Islander people to encourage positive behaviour change by delivering locally relevant, culturally safe and responsive programs for the following: cancer, Acute Rheumatic Fever/Rheumatic Heart Disease (ARF/RHD) and vaccinations. Furthermore, improving the wellbeing and health outcomes of Aboriginal and Torres Strait Islander people through the provision of comprehensive and culturally valid health promotion, initiatives and activities in conjunction with external stakeholders through a variety of resources and strategies.

The NCACCH Health Promotion Officer 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:

- Qualification in a relevant discipline such as public health, health promotion and engagement, or similar
- Proven knowledge and understanding of Aboriginal and Torres Strait Islander communities and cultures and an understanding of the issues affecting the health outcomes of Aboriginal and Torres Strait Islander people
- Experience in the delivery of health promotion services or demonstrated knowledge of the requirements for implementation of these programs.
- High level interpersonal and communication skills and experience liaising with a range of internal and external stakeholders to form beneficial working relationships
- Highly organised with the ability to work under pressure and meet deadlines while ensuring quality of work
- Strong administrative skills with experience working with a range of systems & applications, including MS Office suite, and the aptitude and willingness to learn other relevant programs as required
- Strong time management skills and ability to meet targets and performance outcomes

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Desirable:

- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions

- Demonstrated knowledge, experience and understanding of health promotion strategies and preventative health issues specific to the Aboriginal and Torres Strait Islander population
- Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- 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

- 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 (if requested)

General Role Requirements

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

Position Responsibilities

Health Promotion

- Develop community-led, place-based, cancer/ARF/RHD/vaccination specific communications campaigns and engagement activities to reduce stigma around cancer and address lifestyle risk factors linked to cancer
- Identify local needs and priorities to develop and deliver tailored, culturally appropriate, place-based health promotion strategies and resources to increase:
 - Cancer screening and prevention activities
 - ARF/RHD screening and prevention activities
 - Vaccination awareness and uptake
- Support the coordination, resourcing, and delivery of regular:
 - Holistic cancer screening days
 - ARF/RHD screening and testing days
 - Vaccination clinics
- Monitor community engagement in prevention and screening activities and identify gaps and areas for improvement
- Build productive and meaningful relationships with a range of stakeholders, including the broader ACCHO sector, to inform the delivery of communications and resources
- Participate in Community of Practice
- Conduct continuous quality improvement (CQI) activities such as:
 - Undertaking training to access and extract data from MMEX
 - Compile a suite of reporting in collaboration with NACCHO and ACCHOs to improve recall systems and eligibility monitoring to increase participation in screening.
- Support culturally safe and supportive referral pathways across healthcare levels

Community Engagement

- Develop, implement, and evaluate a range of NCACCH projects and programs with a focus on improving the health and wellbeing of Aboriginal and Torres Strait Islander individuals and families such as:
 - Delivery of the Improving First Nations Cancer Program
 - Activities designed to support improved education and awareness community to increase screening, treatment and early diagnosis of cancer/ARF/RHD and other related chronic health conditions
 - Design and delivery of health-related events and campaigns
 - Attendance at community programs e.g. Men's Group/Women's Group
 - Provide regular engagement and support for NCACCH clients and community members
- Develop and maintain strong networks and relationships with organisations and providers in the region, in order to promote and increase brand awareness of NCACCH
- Collect, interpret and report on data for all programs and initiatives
- Maintain accurate and legible records
- Contribute to the development and distribution of marketing and promotional material as required ie. newsletters, social media posts, flyers, brochures, etc.
- Contribute proactively to the team environment by providing support and backfill for other team members on occasion
- Develop and maintain links between other NCACCH programs and business units

- Assist in the preparation of written report/s and/or activities for NCACCH and funding bodies as required

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

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 Health Services and Community Health Services 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

Service Development and Improvement

- Actively participate in regular staff meetings, 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 to enable 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.

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.