

POSITION DESCRIPTION

Job Title	Aboriginal Health Care Coordinator
Reporting to	Clinical Lead
Status of Employment	Full-Time (76 hours per Fortnight)
Location	Karratha, with occasional travel within the Pilbara
Direct Reports:	N/A

1. The Position

The Care Coordinator is responsible for assisting eligible Aboriginal people to receive culturally safe, coordinated health care that is holistic and timely. Working as part of a multi-disciplinary team of health professionals, this role will work collaboratively with other primary health service providers and stakeholders to ensure that the clients' individual needs are supported to achieve their health care goals. An understanding of the health and community-based services sector, the ability to develop and maintain productive working relationships with clients, GP practices and other primary health care staff, along with superior organisational skills form the foundations of this position.

The responsibilities of the Care Coordinator include day to day oversight of the Aboriginal Health Program, sourcing/coordinating the services in clients' GP care plans and assisting clients to participate in regular reviews by their primary health care providers. You will develop and maintain strong relationships with clients and stakeholders and will utilise and foster these relationships to ensure the best outcomes for our clients.

2. Qualifications

Tertiary qualifications in a relevant health discipline will be highly regarded.

3. Supervisory Responsibilities

There are no direct supervisory responsibilities with this role, however you will work as part of a broader Health Services team.

4. Hours of Work

The Care Coordinator will be employed on a full-time basis of 38 hours per week, Monday to Friday between the hours of 7.00am and 7.00pm.

In addition to your ordinary hours of work (defined in your employment agreement), you may be required to work reasonable additional hours that are necessary to fulfil your duties or as otherwise required.

Some out of hours work and travel will be required as part of this role.

5. Appointment Pre-requisites

Any offer of employment will be subject to:

- National Police Records Check
- NDIS Worker Screening Check (as we are an NDIS registered Provider)
- Working with Children Check
- Evidence and verification of qualifications

6. Primary Responsibilities

Duties
<p>PROGRAM RESPONSIBILITIES</p> <ul style="list-style-type: none">• Provide effective, holistic and culturally safe coordination of services for eligible clients to support them in achieving their health goals.• Support Aboriginal clients to participate in regular health care reviews.• Liaise and collaborate with other health service providers to strengthen referral pathways.• Improve client access to health and community support information.• Conduct meaningful engagement with communities to identify health priorities.• Coordinate client appointment times and schedule any follow up appointments as required.• Collect information and maintain appropriate records.• Attend client case conferences or assist with telehealth consultations where required by the client or referring health service.• Promote the benefits of the My Health Record initiative.• Facilitate health literacy education sessions for groups or individuals within the Program as required.
<p>GENERAL</p> <ul style="list-style-type: none">• Work within established guidelines to deliver Program objectives and deliverables within required timeframes.• Complete reporting requirements in accordance with Program and funding requirements.• Collate and analyse data to improve service delivery as required.• Inspire others to treat all clients with respect and equality whilst being responsive to their needs• Undertake self-education and/or training to maintain clinical competence.• Make informed decisions confidently and solve problems fairly and effectively using resources available.• Exhibit flexibility, credibility, commitment, enthusiasm and caring to clients, service providers and the communities in which services are provided.• Practice and promote clients' rights of human dignity, confidentiality, privacy and informed consent always.• Make informed decisions confidently and solve problems fairly and effectively using resources available.
<p>ORGANISATIONAL</p> <ul style="list-style-type: none">• Maintain a safe environment for clients and staff by ensuring compliance with workplace Occupational Health and Safety policies and procedures.• Collaborate with other members of the team to maintain Occupational Health and Safety including appropriate identification and notification of action for hazards, slips, lapses, accidents and incidents.• Develop and maintain professional relationships with key stakeholders to ensure a holistic approach to client care.

- Display accountability, professionalism and integrity and comply with Organisational policies and procedures.
- Periodically review systems and processes and implement improvements as necessary.
- Perform other relevant duties as required.

7. Selection Criteria

Essential

- Demonstrated cultural competency.
- Demonstrated understanding of and commitment to person-centred care models.
- Strength in developing and maintaining stakeholder and client relationships and a collaborative approach to work.
- Superior organisational skills with the ability to set priorities and achieve Program deliverables within specified timeframes.
- Demonstrated computer literacy skills.
- High level communication and presentation skills with the ability to effectively prepare written reports with a high level of accuracy.
- Willingness to undertake travel within the region.
- Desire to work as part of a team and a willingness to share with and learn from others
- Current National Police Clearance, NDIS Worker Screening Check, current Working with Children clearance, current First Aid competency and current WA C Class Driver's Licence or transferable equivalent.

Desirable

- Currently practicing Health Professional with AHPRA registration.
- Experience in health program development and/or coordination.
- Experience in delivering group health education.
- Experience in regional and remote health settings.

Reviewed	January 2023
Approved	Chief Executive Officer