

## JOB AND PERSON SPECIFICATION

### Position Summary

<b>Title Position</b>	Chronic Care Co-ordinator / Practice Support Officer	
<b>Classification Code</b>	Aboriginal Health Worker Grade 4 Level 1 working toward diploma or Grade 4 level 2 with diploma	
<b>Type of Appointment</b>	*Permanent ongoing (*subject to funding)	
<b>FTE</b>	1 FTE (75 hours per fortnight)	
<b>Position Number</b>		<b>Cost Centre:</b>
<b>Position Created</b>	October 2018	
<b>Review Date</b>	October 2019	
<b>Responsible To</b>	Accountable to Practice Co-ordinator	

### Performance Monitoring

The incumbent is required to participate in the organisations Performance Development Review which will include a regular review of employee's performance against the responsibilities and performance outcome measures associated with the position, and demonstrate appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

**Last PDR Date**

**Next PDR Date**

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Cert IV in Aboriginal Primary Health Care (Practice)</li> <li>• Current AHPRA Registration</li> <li>• Diploma in Management or Practice Management or working towards</li> <li>• Current Drivers licence and willingness to drive</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Working with medicines (HLTAHW020) or working towards achieving</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work for which TOIL will be accrued</li> <li>• The incumbent will be required to strictly observe the confidentiality of information received and given</li> <li>• Employment is conditional subject to a satisfactory Police &amp; DSCI check</li> </ul>
<b>Award</b>	2010 Aboriginal Community Controlled Health Services Award <a href="http://awardviewer.fwo.gov.au/award/show/MA000115">http://awardviewer.fwo.gov.au/award/show/MA000115</a>
<b>Salary</b>	Grade 4 level 1 - \$67,060.50 per annum (FTE equivalent) Grade 4 level 2 - \$68,640.00 per annum (FTE equivalent)

## JOB AND PERSON SPECIFICATION APPROVAL

All excluding senior positions



**Date:** 14/11/2018

**Chairperson**

**Nunyara Aboriginal Health Service Inc**

## POSITION INFORMATION DOCUMENT

### Level Characteristics

This position is classified at the Aboriginal Health Worker Grade 4 level 1 / Grade 4 level 2 classification by virtue of the requirements:

- a) A person who performs a senior co-ordinating role
- b) An Aboriginal Health Worker with a Diploma level qualification (grade 4 level 2), or working towards diploma (Grade 4 level 1)
- c) Aboriginal knowledge and cultural skills level 2 meaning:

**Aboriginal knowledge and cultural skills—level 2** means:

Aboriginal knowledge and cultural skills—level 1 (below) plus a thorough knowledge of the history and role of Aboriginal organisations in the region, including an understanding of the organisations and their goals and knowledge of the political and economic environment in which the organisations operate

**Aboriginal knowledge and cultural skills—level 1** means:

- (a) An understanding, awareness and sensitivity to Aboriginal culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal culture is not homogenous throughout Australia;
- (b) Where relevant, a knowledge of one or more relevant Australian Aboriginal language groups;
- (c) An ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal clientele through knowledge of the relevant Australian Aboriginal community, the ability to effectively communicate with Aboriginal people, and a knowledge of cultural conventions and appropriate behaviour;
- (d) An awareness of the history and role of Aboriginal organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate;
- (e) The ability to function effectively at work in an Aboriginal organisation; and
- (f) An understanding and/or awareness of the concepts of Aboriginal self-determination and Aboriginal identity

### Position Summary

The Chronic Care Co-ordinator / Practice Support Officer, is responsible to the Practice Co-ordinator, Nunyara Aboriginal Health Service for providing health assessment, screening, monitoring and care coordination support to people with chronic disease and/or people who are at risk of chronic disease. This includes developing care plans, accessing appropriate supports and working with an internal multidisciplinary team and external agencies. The Chronic Care Co-ordinator / Practice Support Officer is also responsible for accessing and analysing data to inform quality improvements and compliance to support the efficient and effective delivery of health care.

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## Position Characteristics

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The Chronic Care Co-ordinator / Practice Support Officer is responsible for the implementation, development and ongoing review of administrative, clinical, financial and operational functions, and works with the Clinical Co-ordinator and Practice Co-ordinator to:

- identify clients with chronic conditions to:
  - work with individuals to identify their personal goals, and the barriers and solutions to meeting those goals
  - initiate and co-ordinate referrals
  - arrange travel
  - liaise with GP's, allied health staff and Aboriginal Health Workers to achieve clients goals as identified in GPMP's, Care Plans and other plans
  - promote client self-management
  - care planning
  - review appointments and manage recalls
- Maintain appropriate standards of professional conduct and a high standard of practice through training, networks and appropriate memberships
- Ensure that equipment and facilities are safely utilised and maintained in good repair
- In conjunction with other staff of the Service and/or staff of other agencies, develop, promote and implement program activities with the aim of promoting a multi-disciplinary and/or multi-agency approach to health care where appropriate
- Ensure all providers at Nunyara are effectively utilising MBS by providing training, education, advice and support according to best practice guidelines
- Capture all Medicare revenue that the organisation is eligible to generate
- Ensure that the service is compliant with legislative responsibilities related to privacy legislation and occupational health and safety
- Work in conjunction with, and support the Nunyara team to achieve annual goals as outlined in the action plan

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## Organisation

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Supervisor reports to:	Nunyara Board
Supervisor's position:	CEO Nunyara Aboriginal Health Service Inc
Subject's position:	Chronic Care Co-ordinator / Practice Support Officer
Staff Supervised:	Nil at this time

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## Other positions within the Organisation

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CEO	Aboriginal Health Practitioners
Clerical & Reception Officers	Aboriginal Health Workers
Clinical Co-ordinator	Transport Officers
Aboriginal Maternal Infant Care Workers	General Practitioners
Practice Coordinator	Visiting specialists & Health Professionals including:
Pathways to Preschool Co-ordinator	• Respiratory Nurse
Finance Co-ordinator	• Optometrist
HR / Payroll Officer	• Diabetes Educator
	• Dietician
	• Podiatrist
	• ENT
	• Audiologists
	• Endocrinologist
	• Midwives

## KEY PERFORMANCE INDICATORS

### Summary

The Chronic Care Co-ordinator / Practice Support Officer will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

### Key responsibilities, outcomes and measures

RESPONSIBILITIES / KEY TASKS	EMPLOYEES ACTIONS (OUTCOMES)	PERFORMANCE MEASURE / INDICATORS	Achieved ✓ Not achieved ✗ Comments
<b>Chronic Disease Management</b> Identify and manage clients that have, or are at risk or developing a chronic disease		Plans are implemented Referrals generated Recall registers are managed	
Preparation of management plans		Identified clients have management plans	
Case management including case conferencing for complex clients		Support and advocacy is provided	
Home medicine reviews (HMR) are organised		HMR's (with pharmacist as part of QUMAX) are evident for clients with multiple medications	
Undertake preventative health activities including immunisations, health assessments (715's) and opportunistic health education is provided		Amount of activities undertaken can be demonstrated through data	

<b>RESPONSIBILITIES / KEY TASKS</b>	<b>EMPLOYEES ACTIONS (OUTCOMES)</b>	<b>PERFORMANCE MEASURE / INDICATORS</b>	<b>Achieved ✓ Not achieved ✗ Comments</b>
<b>General Clinical</b> Assist with triage and acute presentations and support general health screening		Data can support activities have been undertaken	
Undertake pathology collection & diagnostic procedures (e.g. ECG).		Data can support activities have been undertaken	
Assisting with minor procedures, wound care, iron infusions and venepuncture		Data can support activities have been undertaken	
<b>Practice Support</b> Have a robust knowledge of the Medicare systems and keep abreast of changes in Medicare requirements by working with Practice Co-ordinator to undertake increasingly complex tasks as comfortable including: <ul style="list-style-type: none"> <li>• Ensuring eligible providers have provider numbers</li> <li>• Provide education to staff in the correct MBS items to claim for service activities</li> <li>• Participating in monitoring Medicare revenue and ensure all eligible claims are processed</li> </ul>		Increasingly gain understanding of systems and processes to manage Nunyara practice functions	
Ensure that all eligible chronic disease clients are signed up for the Indigenous Practice Incentive program (PIP)		The number of patients with a chronic disease who have signed up to PIP increases over time and this can be demonstrated through data	



RESPONSIBILITIES / KEY TASKS	EMPLOYEES ACTIONS (OUTCOMES)	PERFORMANCE MEASURE / INDICATORS	Achieved ✓ Not achieved x Comments
<b>Quality Improvement</b> Implement strategies required to maintain RACGP accreditation and achieve QIC accreditation		Assist to maintain registers and collect evidence to support clinical accreditation	
<b>Infection Control</b> Act as a resource to ensure cold chain and infection control procedures are adhered to		Participate in providing backfill to ensure infection control and cold chain management procedures have been carried out daily	

## SCOPE OF WORK

### 1. Organisational management, planning and service coordination

- Provide leadership to the Nunyara clinic team by modelling good behaviours and practice
- Assist in the development of administrative policies for the Nunyara clinic and assist in the policy review process for Nunyara clinic policies
- Familiarise yourself with policies and procedures
- Network with other primary health care service providers and non government agencies
- Participate in team meetings, staff meetings, and other health service meetings and committees as required
- Assist with general office duties and reception work as required due to unplanned absences

### 2. Human resource management

- Participate in the recruitment process for Nunyara clinic staff if required
- Manage the induction of new staff to the Nunyara clinic as required
- Complete performance development review
- Participate in organising and co-ordinating cover for staff on leave
- Support other staff with debriefing

### 3. Premises, equipment and supplies

- Maintain standards of cleaning and hygiene throughout the building
- Assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities
- Maintain common equipment e.g. kitchen utilities, sanitary facilities etc
- Ensure that the building complies with all aspects of legislation and best practice

### 4. Medicare

- Have a robust knowledge of the Medicare systems and keep abreast of changes in Medicare requirements
- Ensure eligible providers have provider numbers
- Provide education to staff in the correct MBS items to claim for service activities
- Monitor Medicare revenue and ensure all eligible claims are processed
- Ensure that all eligible chronic disease clients are signed up for the Indigenous Practice Incentive program (PIP)

### 5. Customer services

- Assist to review and regularly update the Nunyara Practice Information sheet
- Assist with management of complaints about the clinic received from clients or other service providers
- Ensure efficient internal and external communication including being a point of contact for the Nunyara clinic in conjunction with the CEO.
- Develop, maintain and market new and existing services
- Assist with reception when required

### 6. Information management and Technology

- Maintain patient confidentiality through the application of relevant policies and procedures.
- Motivate, support and monitor staff to use the information technology systems
- Assist with training people in use of Communicare
- Assist with new technologies – e-health for clients

## 7. Compliance

- Assist with the review Health and Safety policies and procedures and keep abreast of current legislation
- Assist with the monitoring of legislative compliance requirements for the clinic in relation to OH&S and privacy legislation
- Undertake audits to ensure compliance with legislative requirements

## 8. Quality improvement

- Assist to maintain RACGP accreditation standards in the Nunyara clinic
- Support strategies implemented to prepare for and maintain QIC accreditation
- Alert other team members to issues of quality and risk.
- Undertake audits to check compliance with policies and procedures.

## GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety including correctly utilising appropriate personal protective equipment and Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures
- Promoting awareness and compliance with Equal Employment Opportunity principles
- Regularly participate in personal performance development reviews
- Comply with the Principles of the Code of Fair Information Practice, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information
- Ensuring cultural sensitivity is maintained by attending and contributing to learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management
- Contributing to the development and implementation of organisational strategic directions and action plans.

*This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.*



**Acknowledge by Occupant:**

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**Date:**   /   /

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**Please print Name**



## PERSON SPECIFICATION

## SELECTION CRITERIA

### **Essential Minimum Requirements** [including qualifications, skills, experience and knowledge]

- Certificate IV in Aboriginal Primary Health Care and AHPRA registered
- Diploma in Business Management or Practice Management or working towards
- Demonstrated knowledge of chronic disease management and a strong interest and passion for preventative health and health promotion approaches
- Demonstrated ability to build and maintain effective interpersonal relationships, including communication, presentation and negotiation skills with people from a diverse range of backgrounds, professions and organisations, particularly those peoples representative of the local Whyalla Aboriginal community.
- Demonstrated ability to meet deadlines, perform well under pressure and with limited supervision and direction
- Ability to analyse problems, formulate suitable solutions and implement appropriate actions
- Understanding and commitment to the concepts of the Aboriginal community controlled philosophy and a proven ability to work successfully in a sensitive and culturally respectful manner
- Demonstrate a knowledge and understanding of the principles of Equal Employment legislation, Occupational Health, Safety and Welfare legislation, Continuous Quality Improvement principles, and Universal precautions
- Experience in data and information management including the use of computers and associated software and willingness to undertake training to use dedicated reporting tools
- Ability to work under limited supervision within a team environment as well as an individual and ability to identify any issues with scope of work

### **Desirable Characteristics** (to distinguish between applicants who have met all essential requirements)

- Experience using Communicare software
- Experience in the management of emergencies, handling complaints, Medicare and infection control