

## JOB AND PERSON SPECIFICATION

### Position Summary

<b>Title Position</b>	Pathways to Preschool Co-ordinator		
<b>Classification Code</b>	Administrative Grade 6		
<b>Type of Appointment</b>	Contract to June 30 2020* *then ongoing subject to future funding		
<b>FTE</b>	0.8FTE to 1FTE negotiable		
<b>Position Number</b>	NDMBS 0001	<b>Cost Centre:</b>	1-005
<b>Position Created</b>	July 2017		
<b>Review Date</b>	March 2020		
<b>Responsible To</b>	Accountable to CEO		

### 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, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

**Last PDR Date**

**Next PDR Date**

### Qualifications

<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• A South Australian current driver's licence and willingness to drive is essential</li> <li>• Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work</li> <li>• 0.8FTE – 1FTE negotiable</li> <li>• The incumbent will be required to strictly observe the confidentiality of information received and given</li> <li>• Successful applicant must be prepared to submit to a National Police Check and DCSI Child Related Employment Screening</li> </ul>
<b>Award</b>	2010 Aboriginal Community Controlled Health Services Award At evening shift rate
<b>Salary</b>	67,080.00 Per Annum FTE equivalent

## JOB AND PERSON SPECIFICATION APPROVAL

All excluding senior positions



<b>Date:</b> 20/03/2019 <b>M:</b> 3.2	<b>Reviewed Date:</b>
<b>A/Chairperson</b>	<b>CEO</b>
<b>Nunyara Aboriginal Health Service Inc</b>	<b>Nunyara Aboriginal Health Service Inc</b>

## POSITION INFORMATION DOCUMENT

### Level Characteristics

This position is classified at the Administrative Grade 6 classification by virtue of the requirements to:

- Manage the operations of an organisational element usually under limited direction. Positions at this grade undertake various functions under a wide range of conditions to achieve a result in line with the goals of the health service. Immediate subordinate positions may include staff in a technical or professional structure, in which case supervision may involve the exercising of technical or professional skills or judgment.
- Positions at this grade are found in a variety of operating environments and structural arrangements. The primary areas may be:
  - Managing the operations of a discrete organisational element usually under limited direction
  - Under limited direction in relation to priorities and work practices provide administrative support to a particular program or activity
  - Providing subject matter, expertise or policy advice, to senior employees, the CEO or Board of Management including technical or professional advice, across a range of programs or activities undertaken by the health service
- Positions at this grade would be expected to set and achieve priorities, monitor work flow and or manage staffing resources to meet objectives

### **It is desirable that staff at this grade have Aboriginal knowledge and cultural skills Level 2:**

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

- 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
- where relevant, a knowledge of one or more relevant Australian Aboriginal language groups;
- 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;
- 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
- the ability to function effectively at work in an Aboriginal organisation; and
- an understanding and/or awareness of the concepts of Aboriginal self-determination and Aboriginal identity

***Aboriginal knowledge and cultural skills—level 2*** means Aboriginal knowledge and cultural skills—level 1, 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.

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## **Position Summary**

The Pathways To Preschool Co-ordinator is responsible to the CEO, Nunyara Aboriginal Health Service for the management of the Pathways to Preschool Program. The incumbent will support the efficient and effective delivery of health care services from Nunyara. This position will work in partnership with the Practice Coordinator who is primarily responsible for Medicare and Quality Improvement related tasks, and the Clinical Coordinator who is responsible for managing clinical staff and the quality of clinical service delivery.

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## **Position Characteristics**

The Pathways to Preschool Co-ordinator is responsible for the management of the Pathways to Preschool Program, predominantly antenatal and postnatal clients, and children 0-5 years and their families. Management of the program will be conducted collaboratively with other Pathways to Preschool staff as well as the CEO, Practice Co-ordinator, Clinical Co-ordinator and other staff as necessary.

- Provide direction and leadership to administrative, clinical and operational staff working in the Pathways to Preschool program
- Work with expectant mothers and families to ensure seamless care and social support
- Capture all Medicare revenue that this program is eligible to generate
- Ensure that the service is compliant with legislative responsibilities related to privacy legislation and occupational health and safety
- Co-ordinate 0-5 year old health checks
- Co-ordinate team care arrangements in collaboration with Pathways to Preschool staff including Aboriginal Health Worker / Practitioner, GP
- Assist with the monitoring of recall systems
- Work collaboratively with local Childcare Centres, Kindergartens and Junior Primary Schools to capture the Aboriginal 0-5 year old cohort
- Create pathways with the Child and Family Health Service (CaFHS) to encourage health checks in collaboration with Nunyara Aboriginal Health Service (NAHS) GP and Aboriginal Health Practitioners
- Network with the Aboriginal Community Education Officer, Aboriginal Inclusion Officer and Aboriginal Turn Around Team through the Department of Education and Child Development (DECD)
- Organise Community Connection activities to educate and engage with mothers' of 0-5 year olds
- Promote services available through community engagement
- Coordinate referrals for clients to other health providers in a timely and efficient manner
- Coordinate follow-ups to improve client attendance and increase access to health checks
- Develop rapport with mothers and encourage regular health checks for children
- Work closely with visiting specialists and allied health staff to provide seamless patient journey
- Provide support and assistance to clients required to attend appointments outside of Whyalla which may include travel and accommodation assistance
- Ensure all clients are followed up by utilising the recall and follow up system

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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:	Pathways to Preschool Co-ordinator
Staff Supervised or Supported:	General Practitioner/Obstetrics AHW / AHP Transport Officer Medical Students / Roving Registrar

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## Other positions within the Organisation

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CEO	Clinic Coordinator
Clerical & Reception Officers	Aboriginal Health Workers
Clinical Co-ordinator	Aboriginal Maternal Infant Care Workers
Transport Officers	Finance Co-ordinator
General Practitioners	Chronic Care Co-ordinator / Practice Support Officer
Medical Roving Registrars	Receptionists
Medical Students	
Visiting specialists & Health Professionals including:	
• Respiratory Physician	
• Respiratory Nurse	
• Optometrist	
• Diabetes Educator	
• Dietician	
• Podiatrist	
• ENT Specialist	
• Paediatric Audiologists	
• Endocrinologist	

## KEY PERFORMANCE INDICATORS

### Summary

The Pathways to Preschool Co-ordinator will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the responsibilities / 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

Timeframe	RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS	Achieved ✓ Not achieved ✗ Comments
Annually and quarterly reporting	<b>Planning</b> Determine annual goals of the Pathways to Preschool Program in consultation with the CEO, Practice Coordinator, Clinical Coordinator and team & provide regular reports against performance			
Annually and when required	<b>Human Resources</b> Recruitment, development management including performance reviews of staff to ensure high performance and continuing professional development.			
Ongoing	<b>Finance</b> Monitor revenue and expenditure of the Pathways to Preschool Program			
Ongoing	<b>Customer services</b> respond to customer queries and complaints and maintain relationships with external service providers			
Ongoing	<b>Information management and technology</b> Maintain privacy of clients under Australian Privacy Principles, Inform internal team of potential improvement ideas			
Ongoing	<b>Clinical</b> Act as a secondary resource to ensure cold chain and infection control procedures are adhered to			

## SCOPE OF WORK

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

- Provide leadership to the P2P team
- Manage the planning and administrative functions of the P2P program
- Develop administrative policies for the P2P program and assist with the policy review process for Nunyara policies
- Ensure all staff are familiar with policies and procedures.
- Prepare quarterly progress reports against the P2P program plan
- Network with other primary health care service providers and non government agencies at interagency meetings
- Delegate actions arising from interagency meetings to relevant staff members
- 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
- Manage recalls and referrals
- Coordinate patient journey
- Liaise with other services and providers
- Strengthen referral pathways to other support services
- Administrative functions to ensure clinical pathways are followed
- Organisation and coordination of appointments
- Promote and ensure that Aboriginal children are receiving health check on an annual basis

### 2. Human resource management

- Ensure P2P program staff have job descriptions that are updated appropriately and promptly when changes are introduced
- Participate in the recruitment process for P2P program staff
- In consultation with the HR / Payroll Officer ensure all employment checks (police checks, working with children checks) are completed
- Provide supervision to and complete performance development review for staff supervised including AHW, AHP, Transport Officer
- Manage the induction of new staff to the P2P program
- Arrange backfill for staff on leave when required
- Support staff with stress 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, clinical notes, vehicles, 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. Finance

- Have a robust knowledge of the Medicare systems and keep abreast of changes in Medicare requirements including ensuring claims are correctly itemised and processed in a timely manner
- Meet with the Finance Co-ordinator quarterly to review budget and develop strategies to rectify overspends or potential underspends in a timely manner

## 5. **Customer services**

- Update the P2P program Information sheet at least quarterly
- Assist with the management and respond to complaints about the clinic received from clients or other service providers
- Ensure efficient internal and external communication including being the point of contact for the P2P program in conjunction with the CEO.
- Develop, maintain and market new and existing services
- Produce posters as and when required for public information
- Develop local, appropriate, best practice resources in conjunction with other team members
- Develop an engagement strategy with families in the community to ensure regular contact

## 6. **Information management and Technology**

- Maintain patient confidentiality through the application of relevant policies and procedures, and privacy legislation
- Motivate, support and monitor staff to use the information technology systems
- Assist with training people in use of Communicare

## 7. **Compliance**

- Develop and review Health and Safety policies and procedures and keep abreast of current legislation
- Contribute to undertaking audits to ensure compliance with legislative requirements

## 8. **Quality improvement**

- Maintain RACGP accreditation standards
- Support strategies implemented to prepare for and maintain QIC accreditation
- Conduct an annual patient feedback survey
- Alert other team members to issues of quality and risk
- Undertake audits to check compliance with policies and procedures
- Monitor pre and present statistics and make timely changes at a CQI level to make improvements to existing and potential clients participation and outcomes

## **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.*

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**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]

- Ability to provide leadership, management and direction to staff
- Management of a program of work that contributes to the broader aims of the organisation as a whole
- 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
- Demonstrated ability to work with Aboriginal communities and their leaders, to respond respectfully to different cultures, values and ways of doing business
- Understanding and commitment to the concepts of local Aboriginal community control 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 to identify issues with scope of work

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

- Knowledge of Communicare software
- Experience in the management of a general practice or health service team
- Knowledge of the Health Data Portal (formally OCHREStreams)
- Knowledge and commitment to continuous quality improvement, risk management and accreditation principles
- Experience in the management of emergencies, handling complaints, Medicare and health funds, basic infection control