

JOB AND PERSON SPECIFICATION

Title Position	Clinical Aboriginal Health Worker
Classification Code	AHW Grade 3, Level 2
Type of Appointment	Full-time
FTE	1 FTE – 75 hours per fortnight
Administrative Unit	NAHS
Branch	Clinical
Position Created	Pre 2012
Review Date	January 2022
Responsible To	Registered Nurse (Clinical Co-ordinator)

Performance Monitoring

An initial review of performance will be undertaken within three months, and then formally reviewed every 12 months based on this position description

Last PDR Date

Next PDR Date 3 months after appointment

Qualifications

Essential	<ul style="list-style-type: none"> Completed Cert III in Aboriginal Primary Health Care
Desirable	<ul style="list-style-type: none"> Experience in providing clinical services to Aboriginal communities A South Australian current driver's licence and willingness to drive is preferred
Special Conditions	<ul style="list-style-type: none"> Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work. The incumbent will be required to strictly observe the confidentiality of information received and given. Successful applicant must be prepared to submit to a National Police Security Check, DCSI Working with Children Check and provide proof of COVID-19 vaccination
Salary / Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 @ evening shift rate

JOB AND PERSON SPECIFICATION APPROVAL

All excluding senior positions



Date: 13/1/2022

**Chairperson,
Nunyarra Aboriginal Health Service Inc**

POSITION INFORMATION DOCUMENT

Grade Characteristics

This position is defined at the Aboriginal Health Worker Grade 3 Level 2 by the virtue of the requirements to:

- Hold a Certificate III in Aboriginal and / or Torres Strait Islander Primary Health Care or equivalent

Position Summary

The Aboriginal Health Worker is expected to (under direct supervision of an Aboriginal Health Practitioner or RN):

- Assist in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team
- Under instruction, assist in the provision of standard medical treatments in accordance with established medical protocols
- Collect and record data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies
- In line with policies and programs established by the health team, participate in educating and offering the community about preventative health measures
- Undertake training and orientation programs as available

Position Characteristics

The Aboriginal Health Worker is responsible for a range of tasks including:

- Assist in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team
- Under instruction, assist with the provision of standard medical treatments in accordance with established medical protocols
- Collect and record data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies
- In line with policies and programs established by the health team, participate in educating and informing the community about preventative health measures
- Undertake orientation and training programs as available

Organisation

Supervisor reports to:	CEO
Supervisor's position:	Clinical Co-ordinator – Registered Nurse
Subject's position:	Aboriginal Health Practitioner

Other positions within the Organisation

CEO	
Practice Manager	Clinical Co-ordinator
Admin and Finance Co-ordinator	Aboriginal Health Practitioners
Reception and Admin Officers	Aboriginal Health Workers
Transport Officers	Chronic Care Coordinator
Tackling Smoking Officer	Visiting Specialist and Patient Journey Coordinator
ICT Network Manager	General Practitioners
IT Support Officers	Registered Nurses
NDIS Support Workers	Special Projects Coordinator
Visiting specialists & Health Professionals including:	
- Respiratory Nurse - Diabetes Educator – Dietician – Podiatrist – Optometrist – ENT – Audiology – Endocrinologist - Paediatrician	

SCOPE OF WORK

1. **Teamwork and communication:**

- Effective promotion of the role to other health professionals, clients and community
- Promotion of other services offered by Nunyara
- Maintain positive working relationships with other team members and visiting professionals
- Contribute to various committees and meetings on an organisational level
- Demonstrate the ability for problem solving and communicating with people from a diverse range of backgrounds
- Delivery of culturally sensitive services for Aboriginal people through developing and maintaining close working relationships
- Contribute to the development of team goals
- Discuss and positively contribute to resolving conflict in the workplace
- Must have a good understanding of and be proficient in written & spoken English

2. **Documentation and administration:**

- Ensure that all documentation is accurate and completed in a professional and timely manner with regard to client privacy, security of client records and confidentiality
- Maintain appropriate client records and observe principles of client confidentiality
- Demonstrate an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
- Ensuring accurate time sheets are completed and submitted
- Ensure work schedule is accurately maintained
- Contribute to the development and maintenance of the policy and procedure manual for the position
- Assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities

3. **Quality improvement** - Demonstrate commitment to continuous quality improvement through the following:

- Contribute to the development of the Team by active participation in ongoing programs and quality improvement activities
- Participation in appropriate educational opportunities to enhance the skills required for the position and completion of all required mandatory training
- Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for clients, staff and visitors
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace

4. **Personal and professional development**

- Developing necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s).
- Practicing within own area of competence and qualification
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
- Attend staff meetings and in-service programs
- Have an ability to work without direct supervision & to adopt a flexible approach to work routines
- Maintaining knowledge and skills relevant to the position through participation in and contribution to the facility staff development program. This includes attending mandatory training (i.e. First Aid Certificate, orientation to the organisation; OHS&W; basic life support; Manual Handling and fire training)
- informing the Manager when tasks or responsibilities are outside competency;

5. **Customer service:**

Act in a professional manner at all times when dealing with internal & external clients and agencies by:

- Maintaining confidentiality and privacy at all times, whilst respecting the clients values & wishes unless over-riden by mandatory reporting obligations
- Respecting the values and wishes of clients and encourage consumer participation in decisions that effect them
- Actively work to promote the organisation and colleagues in a positive manner at all times both internally and externally
- Promoting positive and harmonious relationships between clients, relatives and staff
- Promote services that are culturally appropriate to the consumer
- Being responsive to telephone inquiries which includes the identification of self and facility / department
- Be aware of and respecting the need of colleagues
- Maintain a courteous, efficient & effective customer service both in person and by telephone
- Contributing towards two way understanding of a need to balance Aboriginal cultural requirements & Health Service needs by acting as a cultural broker between Aboriginal people & other health staff

6. **Participates as an effective member of the Nunyara team by:**

- using and promoting effective communication and interpersonal skills
- Participating in team meetings, staff meetings, and other health service meetings and committees as required
- utilising appropriate resources effectively and efficiently
- Providing support to other staff members as requested
- Providing various client related tasks as appropriate and directed

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

SELECTION CRITERIA

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

- Certificate III in Aboriginal Primary Health Care
- Ability to liaise with Aboriginal persons, health service providers and relevant agencies to encourage cooperation and participation in activities associated with Key Performance Indicators;
- A knowledge of the issues affecting the health of Aboriginal persons;
- Ability to be punctual, motivated, responsible and accountable for work activities, whilst having the ability to respond to directives in relation to the running of clinic activities
- Ability to use discretion and maintain confidentiality;
- Undertake training and development relevant to position and own Continual Professional Development;
- Ability to work within a team;
- Computer and word processing skills;
- High standard of written and verbal communication skills;
- Experience in dealing with a diverse range of clients and customers, especially Aboriginal and Torres Strait Islander people;
- A knowledge and understanding of Work Health and Safety Act and Risk Management principles and Equal Employment legislation;

Desirable Characteristics (to distinguish between applicants who have met all of the essential requirements)

- Senior First Aid Certificate;
- Ability to liaise with and promote healthy lifestyle choices to the Whyalla Aboriginal community;
- Prior experience working in Aboriginal health;
- An understanding of the role of the Nunyara Aboriginal Health Service

KEY PERFORMANCE INDICATORS

Summary

The Aboriginal Health Worker 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

Timeframe	RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS
Daily	*Assess health needs and provide direct clinical care within own area of clinical competence and qualification for patients with Chronic conditions and referrals and advocacy (dental, housing, transport)	Needs of patients are assessed and clinical services are provided. Care plans, health checks, POC and assessments are undertaken	patients are consulted on a daily basis and this can be evidenced by statistics
	Patients are contacted to ensure continuity of care, and updating the patient record where required (eg: update allergy status, check on immunisation status, book in for a 715)	Patients are contacted by phone or letter to maintain a pro active relationship between health provider and the patient and this is recorded in the patient notes. Use recall lists etc	patients are contacted on a daily basis and this can be evidenced by statistics
	Observations eg: taking patient observations before GP consultations, baby checks etc	Actively engage the patients to undertake their observations and other needs before the patient sees the GP	patients have their observations recorded before the GP consult
	Attend to acute walk in's including wound management, trauma, acute illness and first aid	Be available and ready to manage walk in's. Evidenced by client clinical records	walk in patients are attended triaged

Timeframe	RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS
Daily	Plan, implement & review appropriate interventions including: <ul style="list-style-type: none"> • Referrals, screening and advocacy • Assist in client consultations • Participate in case conferences and in share care planning for clients • Health education and promotion, using a variety of strategies • Provide quality information to enable clients to make informed decisions about their health 	Screening and referrals are provided Consultations are carried out Participation in care planning and consultation with other providers is evident	Patient notes reflect comprehensive, relevant and appropriate assessment and statistics are used to inform where gaps need attention. Own knowledge base is up to date and accurate as well as written resources provided to clients
Daily	Contribute to maintaining a clean and hygienic environment	Take action when required to contribute to keeping the clinic area well maintained and clean.	Feedback indicates the incumbent is happy to do their share of the work
	Actively participate in rostered daily duties, team and clinical meetings, audits, assessments, accreditation	Contribute as an active participant of the team at all times	Clinical checklists evidence the incumbents participation as does minutes of meetings
Monthly	*Health Checks, Assessments and observations for Nunyara patients / Clients are contributing to NKPi Data as per procedures	Utilise reports and recall information from the Patient Information Record System to ascertain need and frequency of patients requiring Adult or Child Health Checks	Undertake Adult & Child Health checks, assessments and follow ups are conducted and evidenced by statistics

Timeframe	RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS
ongoing	Provide quality primary health care, both independently and within the context of a multidisciplinary team	Primary Health Care services are provided appropriately, in a timely manner and either independently or in conjunction with other staff.	Statistics and client notes reflect independent practice & referral and consultation with other health professionals
	Identify and coordinate resources required for optimal, culturally appropriate health care programs for Aboriginal people	Provide appropriate health education, promotional and other resources to clients when required	Incumbent can demonstrate resources utilised, accessed and updated
	Contribute to encouraging community participation in identifying local health issues and needs	Actively and positively promote the work of Nunyara and identify where consumers may find gaps and report appropriately as well as participate in encouraging group feedback from the Community regarding needs and issues	Incumbent can demonstrate examples of advocacy role
	Contributes to redesign of care and culturally appropriate treatment practices	Any issues or shortfalls are articulated appropriately and incumbent contributes to improvement strategies. Positive practice is also articulated	Incumbent can demonstrate examples of advocacy role
	Identifies service gaps, differences between practice and policy and strategies to address, within the defined area of expertise.	Contribute to policy and procedure development and improvement	Can demonstrate contributions to improvements in this area

Timeframe	RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS
	Working under the guidance and instructions of a General Practitioner (GP) and Registered Nurse (RN);	Conduct medical tasks as set out by the General Practitioner and Registered Nurse	GP and RN can confirm instructions are performed and adhered to
	Utilise and adhere to the CARPA Standard Treatment Manual	Use CARPA as a guide to best clinical practice in providing general health care assessment and management of a broad range of clinical issues	Incumbent can demonstrate occasions where CARPA has been utilised
	Record in the PIRS any client contact	The Patient Information Record System is utilised to document patient notes	Concise, accurate and meaningful notes are recorded and can be evidenced
	Participate and consult other AHW's, GP's, RN, to inform the care of patients	Other health professionals in the team are utilised for their skills and knowledge to contribute to optimum patient care	Feedback from team members
	Participate in Team Meetings, Case Conferencing, De-briefings, PDR process	Attend and abide by respectful behaviour philosophy	Minutes reflect participation
	Submit timely and accurate reports, requests and actions	Reports and requests are answered promptly, accurately and appropriately	Feedback from team members and superiors is positive
	Assist in quality improvement activities	Including clinical audits, health program reviews and monitoring training and performance activities.	This can be evidenced by documents and feedback.

Timeframe	RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS
3 – 6 monthly	Facilitate and / or participate in opportunistic and planned community screening activities	Community activities such as STI screening, NAIDOC week, Open Days, Expo's etc are attended and or facilitated by the incumbent	At least 2 activities have been undertaken annually
Annually	Contribute to the Annual Report	Summarise outcomes of the position / program area for the prior year using data, anecdotes, de-identified patient experiences and positive outcomes to highlight achievements of the prior years work.	Report is submitted in a timely manner and contains relevant, factual information
	Contribute to developing the Action Plan	Participate in discussion about strategies and improvements for the following years action plan	Participation, whether via email, in person, at a meeting can be evidenced
	Decide on an area of interest and experience, eg: chronic disease, diabetes, child health, hearing, immunisation etc and take a lead role in facilitating positive outcomes for patients in this area.	An area of interest is decided on and the incumbent takes affirmative actions to develop the program area	An area of interest can be identified and evidence can be produced to quantify work completed, pending or ongoing
Ongoing	Work to obtaining Cert IV in Aboriginal Primary Health Care and registering as a Practitioner with AHPRA	Undertake Cert IV modules as required. At completion of Cert IV, apply to AHPRA for registration	Training is attended