

## POSITION DESCRIPTION

<b>Job Title</b>	<b>Care and Support Coordinator</b>
<b>Reporting to</b>	<b>Clinical Services Manager</b>
<b>Status of Employment</b>	<b>Full-Time (Up to 76 hours per Fortnight)</b>
<b>Location</b>	<b>Karratha, with occasional travel within the Pilbara</b>
<b>Direct Reports:</b>	<b>N/A</b>

### 1. The Position

The Care and Support Coordinator (CC) is responsible for ensuring that eligible Aboriginal people and clients with a disability receive culturally safe, coordinated care that is holistic and timely. Working as part of a multi-disciplinary team of health professionals, this clinical role will work collaboratively with other primary health service providers and stakeholders to ensure that the clients' individual needs are supported to achieve their personal 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 work of a Care Coordinator can include comprehensive health assessments, providing clinical care, sourcing/coordinating the services required for a client to meet their health and other life goals and assisting clients to better manage their conditions.

### 2. Qualifications

Tertiary qualifications as a Registered Nurse, Aboriginal Health Worker or other related health discipline.

### 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 also be required as part of this role.

## 5. Appointment Pre-requisites

Any offer of employment will be subject to:

- National Police Records Check
- Working with Children Check
- Evidence and verification of credentials

## 6. Primary Responsibilities

Duties
<p><b>PROGRAM RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Provide effective, holistic and culturally safe care and support coordination for eligible clients to support them in achieving their health goals.</li> <li>• Develop and deliver on strategies to increase participation in a range of health screening programs.</li> <li>• Refer clients to health service providers best able to meet their physical and mental health needs.</li> <li>• Support Aboriginal clients to complete health checks.</li> <li>• Liaise and collaborate with other health service providers to strengthen referral pathways.</li> <li>• Improve client access to health and community support information.</li> <li>• Conduct meaningful engagement with communities to identify health priorities.</li> <li>• Coordinate client appointment times and schedule any follow up appointments as required.</li> <li>• Collect information and maintain appropriate records.</li> <li>• Attend client case conferences or assist with telehealth consultations where required by the client or referring health service.</li> <li>• Promote the benefits of the My Health Record initiative.</li> <li>• Conduct health literacy education sessions for groups or individuals within the Program as required.</li> </ul> <p><b>GENERAL</b></p> <ul style="list-style-type: none"> <li>• Work within established guidelines to deliver Program Objectives and Deliverables within required timeframes.</li> <li>• Complete reporting requirements in accordance with Program and funding requirements.</li> <li>• Collate and analyse data to improve service delivery as required.</li> <li>• Inspire others to treat all clients with respect and equality whilst being responsive to their needs</li> <li>• Provide professional opinion to assist the Chief Executive Officer in tender submissions, quotations and project reports as required.</li> <li>• Undertake self-education and/or training to maintain clinical competence.</li> <li>• Make informed decisions confidently and solve problems fairly and effectively using resources available.</li> <li>• Exhibit flexibility, credibility, commitment, enthusiasm and caring to program providers, clients and the communities in which services are provided.</li> <li>• Practice and promote clients' rights of human dignity, confidentiality, privacy and informed consent always.</li> <li>• Make informed decisions confidently and solve problems fairly and effectively using resources available.</li> </ul>

## ORGANISATIONAL

- 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

- Relevant Clinical qualification and registered with AHPRA without restriction.
- 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, Current Working with Children clearance, Current First Aid competency and Current C Class Driver's Licence.

### Desirable

- Experience in working effectively with people with chronic disease and/or disability.
- Experience with NDIS
- Experience in delivering chronic disease self-management education.
- Experience in regional and remote health settings

Reviewed	March 2020
Approved	Chief Executive Officer