



## ANYINGINYI HEALTH ABORIGINAL CORPORATION POSITION DESCRIPTION AND SELECTION CRITERIA

### NYANGIRRU PILIYI-NGARA KURANTTA – BUSINESS SERVICES

#### POSITION: CONTINUOUS QUALITY IMPROVEMENT FACILITATOR

<b>POSITION NO:</b>	<b>CSS-20</b>	<b>DESCRIPTION REVIEWED: Feb 2018</b>
<b>REPORTS TO:</b>	Corporate Services Section Manager and through them to the General Manager.	
<b>LEVEL:</b>	Administration Level 9.1 – 9.4 (\$104,611.00 – \$125,334.00) per annum. Level based on qualifications and experience	
<b>CONDITIONS:</b>	2 year contract 3 month mandatory Probation Period. 6 weeks pro rata annual leave with 17.5% leave loading. 10 days sick leave per annum, pro rata 9.5% employer superannuation.  All other terms and conditions of employment are as per the current Anyinginyi Health Aboriginal Corporation (Anyinginyi) Enterprise Agreement.	
<b>Salary Sacrificing:</b>	A minimum amount of \$15,899.94 per annum can be packaged. It is recommended that you speak with your own Accountant or Financial Adviser to ensure that salary sacrificing arrangements suit your personal situation.	
<b>Relocation:</b>	Where applicable, please contact HR Office for further details.	
<b>Accommodation:</b>	Where applicable, please contact HR Office for further details.	
<b>Vehicle:</b>	A program vehicle is provided with this position for business purposes only. Use and maintenance of this vehicle will be in accordance with the Anyinginyi Motor Vehicle Policy. You must be in possession of a validated licence at all times.	
<b>Dental:</b>	Free General Dentistry is offered to Anyinginyi employees, any Laboratory work must be paid for by the employee.	

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<b>Gymnasium:</b>	Free gym membership is offered to all employees only.
<b>Prescriptions:</b>	Free general prescriptions for Anyinginyi employees only.
<b>Ochre Card:</b>	It is compulsory to be in possession of an Ochre Card (NT Working with Children) or have the ability to apply for one prior to commencement of employment. Please refer to NT Safe for further information.
<b>National Police Check:</b>	Where applicable, please contact HR Office for further details.
<b>Hours of Work:</b>	<p>This position is 50% working with Anyinginyi Health and 50% working with Department of Health (DoH) Remote Clinics.</p> <p>Monday – Friday, excluding public holidays  8.00am – 5.00pm Rostered Day Off (RDO) access  8.24am – 5.00pm – no RDOs access.</p>

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## OUTLINE OF POSITION OBJECTIVES AND DUTIES

### PRIMARY OBJECTIVES/OUTLINE

Support improved service and health outcomes by working in collaboration with ACCHS and DoH PHC providers and other stakeholders to implement the agreed NT Aboriginal Health Forum (AHF) CQI Approach in the Barkly Health Service Delivery Area. Monitoring of hours to ensure an even service is provided to both Anyinginyi Health and DoH Clinics for all CQI requirements.

#### How role fits to overarching CQI Approach:

Facilitate clinical quality improvements in relation to the “Elements” of the NTAHF CQI Approach including but not limited to:

- Using CQI tools and techniques to facilitate change e.g Systems Assessment, PDSA cycles.
- Clinical file audits
- Assist services to collect the 19 Key Performance Indicators (KPI) and EHSDI evaluation data, assist with the review of reports and identifying opportunities for improvement.
- Facilitate feedback to staff, Board and community of results and engagement with them in addressing improvements.
- Embed best practice principles in all sections of the organisation.
- Data Cleansing to improve the quality of patient data in Patient Information and Recall Systems.

### Duties & Responsibilities

#### Strategic Imperatives

- Ability to demonstrate skill transfer to Aboriginal staff employed in the same work area as the contracted employee.
- Work with PHC staff and management to outline CQI goals and map current QI systems and activities in Barkly HSDA
- Assess CQI training needs of staff and teams and coordinate the delivery of training.
- In partnership with specialist staff, assist management and clinician review of current PIRS applications and clarify issues arising.
- Assist PHC managers and clinicians to develop and implement a CQI plan that is acceptable to the service, responsible to local circumstances and consistent with the agreed CQI approach for Aboriginal primary health care.

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- Assist PHC providers to undertake audits and support the interpretation, analysis and effective use of audit data and Service Assessment Tools.
- Engage with staff to set up processes to ensure consistency in data entry.
- Work collaboratively with the clinical team and management to feedback CQI data to health teams and the community.
- Encourage, support and promote CQI Action planning across organizational boundaries.
- Establish and promote regional CQI interest/reflective practice groups.
- Promote sharing of information on CQI activities, directions and successes.
- Work with ACCHS boards and DoH management to facilitate the use of CQI in planning, service development and community engagement.
- Liaise closely with the CQI Coordinators at AMSANT on all higher-level challenges encountered in the CQI domain.
- Prepare reports, briefings and communications materials as required.
- Identify critical quality issues for consideration by HSDA management, the CQI Coordinators and the CQI Planning and Steering Committee.
- Participate in NT-wide or other CQI activities, workshops and initiatives as appropriate.
- A commitment to engage with Continuous Quality Activities within the Section of Anyinginyi that you are employed in, on a personal and team level.
- Monitoring National, Territory or local CQI influences and/or program changes holistically in the Aboriginal primary health care or programs relevant to the Anyinginyi service environment including raising the awareness and needs in Anyinginyi Health adjusting, adapting.
- Comply with all Anyinginyi policy and procedures, including use of approved IT programs for electronic data management, including the sharing and advocacy of this information to fellow colleagues.
- Contribute where requested to strategic, business, educative, public but not limited to documentation as requested.
- Make positive contribution to strengthening cultural behaviors, team cohesion and organisational harmony for Corporate Services Section and Anyinginyi Health.

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- Fulfil other functions as deemed associated to the position or acceptable to the band of employment.

### **Decision making**

- This position reports to the Corporate Services Section Manager, and will consult with the Section Manager in undertaking responsibilities and making recommendations to achieve the aim of the responsibilities of this position as well as achieving the goals of the organisation.
- Provide reasonable decisions that provide best practice for the day to day operations, that also provide clear strategies that are outcome focused and excellent communication within your support worker team, this includes modelling excellent support and care for all clients and effectively improving client outcomes.

### **Develop and coordinate external support networks**

- Liaise and develop service referrals and provision with government and non-government agencies at appropriate levels to holistically support physical health, mental health and the wellbeing needs of individual clients.
- Be proactive in providing a positive work environment via harmonious and cooperative relationships with fellow employees, management and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate this through registration, referral, care planning and case notes.
- Support individual clients holistically to access support services e.g. counselling, health support, community activities and educative programs as appropriate to their needs.
- Work collaboratively with the team to develop and deliver cultural links with community and family connections, which supports the engagement and connection to learning of the wider community.

### **Multidisciplinary Practice**

- Uphold the vision, mission and priorities of the organisation as determined by the Board of Directors and outlined in Anyinginyi's Strategic Plan.
- Promote and support the positive role modelling of alcohol, tobacco and other drugs free from the workplace and exemplify aligned behaviors within the community at all times.

### **Administrative Responsibilities and Quality Assurance**

- Maintain appropriate records and prepare reports as required and meeting required timelines.
- Ensure compliance through maintaining client and staff records, databases and care planning processes.

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- Provide detailed and regular information sharing both informally and formally such as daily debriefing and monthly reporting to the Team Leader.
- Initiate, collaborate and/or participate in quality improvement activities in collaboration with all staff and clients to ensure best practice and the continuous improvement of systems is achieved to meet professional and industry standards and compliance, including work health and safety.

### **Safe Practice and Environment**

- Proactively contribute to addressing WH&S hazards, incidents and injuries and adhere to infection control processes.
- Contribute to the regular monitoring and review of practices and the work environment to ensure a healthy and safe workplace in accordance with Anyinginyi policies, procedures and legislative requirements.
- Identify and manage risk both at the center and/or during outreach services and/or potential risk to clients in order to reduce immediate concerns through appropriate risk management processes.
- Foster a professional and culturally safe work environment through supportive and effective management of identified issues utilizing 'Riskman', recording WHS meeting minutes and implementation of processes discussed within your team.
- Participate in staff training and development, organisation-wide, site based team meetings, collaborative planning activities and other meetings or activities relevant to this position.
- Keep secure and maintain Anyinginyi's Piliyintinji-ki Stronger Families Centre and equipment in a clean and safe condition to ensure employees, clients and visitors are provided with a safe and healthy environment at all times, liaising with the Team Leader where maintenance is required.

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## SELECTION CRITERIA

### Essential

1. A demonstrated background in Community Health and/or Community Development.
2. Ability to motivate staff in the community controlled and government sector, and facilitate change in a high-pressure, culturally diverse environment.
3. Experience in CQI and organizational change.
4. Experience in Training and Mentoring small groups
5. Excellent interpersonal, writing and cross cultural skills.
6. Knowledge of, and interest in, approaches to Continuous Quality Improvement, including the use of quality improvement tools and techniques.
7. Strong strategic and analytical thinking and problem-solving abilities.
8. Ability to develop, implement and evaluate Quality Improvement Projects.
9. Knowledge of factors influencing Indigenous health status.
10. Ability to travel and stay in remote communities for short periods when required.
11. Demonstrated ability and willingness to develop knowledge of PIRS applications.
12. Demonstrated experience in Time Management and Organisational skills.
13. Demonstrated experience in excellent Computer and Information Technology skills.
14. Be in possession of a valid driver's licence.
15. Be in possession of or have the ability to apply for an OCHRE Card (Working with Children)

### Desirable:

1. Tertiary qualifications or equivalent experience and knowledge as a health professional and/or in public health or PHC.
2. Previous experience or knowledge in Policy Development and Proof Reading.

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3. Previous experience or knowledge in Research Processes and Projects.
4. Previous experience or knowledge with Work Health and Safety legislation and regulations.
5. Previous experience or knowledge of Risk Management Frameworks and the use of Riskman (Electronic Incident Reporting System) or similar programs.

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*CVs/Resumes provided to Anyinginyi will be retained on file either the successful Application Employment file for the duration of employment or on the Position Advertising file, documents are kept for a period of 7 years after cessation of employment or closure of position advertising file and then destroyed.*

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