



**ANYINGINYI HEALTH ABORIGINAL CORPORATION**  
**POSITION DESCRIPTION AND SELECTION CRITERIA**

**PARLPURU NINJI KARI - HEALTH CENTRE SECTION**

**POSITION: COMMUNICARE AND DATA SUPPORT OFFICER**

**POSITION NO:** Clinic (S) 1  
2019

**POSITION DESCRIPTION REVIEWED:** January

**REPORTS TO:** Corporate Services Section Manager and through to General Manager.

**LEVEL:** Level 8.1 – 8.4 (82,528) – (96,830) pa

**CONDITIONS:** 3 month mandatory probation period  
6 weeks pro rata annual leave with 17.5% leave loading  
10 days pro rata sick leave per annum  
9.5% employer superannuation

**Salary Sacrificing:** Minimum amount of \$15,899.94 per annum can be packaged. It is recommended that you speak with our Senior Finance Officer.

All other terms and conditions of employment are as per the Anyinginyi Health Employee Agreement.

**Accommodation:** Fully furnished subsidised accommodation will be provided, with the employee paying up to \$190 per week. A refundable bond of 4 weeks rent is payable within 6 weeks of commencement. Fortnightly rental and bond deductions will be paid to Anyinginyi Health and a *Tenancy Agreement* entered into between Anyinginyi Health as the landlord and yourself as the tenant.

The accommodation conditions apply to employee only so that if partners or family members are working while living with the employee in Tennant Creek, a commercial rate of rent is applied to the respective accommodation provided.

**Motor Vehicle:** A Motor Vehicle will be supplied for work related purposes only. It is a requirement of this position that you are in possession of a validated licence at all times.

**OCHRE Card:** It is your responsibility as an employee to ensure that your OCHRE Card is renewed and up to date, failure to do so may result in loss of employment.

**Dental:** Free General Dentistry only will be provided to employee. Should you require any Laboratory work done this needs to be paid for.

**Gymnasium:** Free gym membership is offered to all Anyinginyi Health employees only. If you have other family members who are not ATSI, they are required to join the gym and pay a monthly fee.

**Personal Prescriptions:** You are entitled to free fulfilment of prescriptions written by Anyinginyi Health medical practitioners for medications but does not include:

- Lifestyle medications
- Vitamin supplementation or similar items
- Vaccinations for purpose of travel of a private nature; or
- Products which can be purchased readily over the counter at a commercial pharmacy.

**HOURS of WORK:** 8:00am – 5:00pm accumulating one Accrued Day Off (ADO) per four weeks  
or 8:24am – 5:00pm (no ADO's) Monday – Friday (excluding public holidays)

**Please Note: It is compulsory for all Anyinginyi employess to be in possession of an  
OCHRE Card  
or have the ability to apply for one at a cost of \$69**

## OUTLINE OF POSITION OBJECTIVES AND DUTIES

### **Primary Objectives / Outline**

The Communicare and Data Support Officer shall oversee all health-related databases within the Organisation. The prime focus shall be on developing and maintaining Anyinginyi Health's computerized Client Patient Information and Recall Systems (PI&RS) (i.e. Communicare) and enhance additional data systems for holistic organisational information evidence capture, including but not limited to.

- User-friendliness and standards of user access
- High standard of service data accuracy and integrity
- Submit as required periodical Reporting requirements in all Section computerized client data areas.
- Responding to management requests in regard to public health, health determinists, epidemiological databases evidence, and assisting in the undertaking of data research tasks as directed.

### **Duties**

- Maintain a highly professional code of ethics and commitment to the maintenance of confidentiality and work as a member of a high performing multi-disciplinary team.
- Acknowledge and respect Aboriginal values, beliefs, customs, language and traditional practices.
- Maintain and adhere to Anyinginyi Health policies and procedures and implement and advocate the Anyinginyi Board's Strategic Plan goals, objectives and strategies, particularly in achieving the desired outcomes.
- Develop and maintaining a comprehensive and up-to-date Communicare Manual which supports the use of the system by other staff members in your absence and ensures consistency of function and accuracy for Anyinginyi Health.
- Communicare Training for all sections of Anyinginyi Health through scheduled training sessions.
- Any other duties as delegated in line with position or organisational requirements.

### **Information Technology (IT)**

- Provide advice to Management on IT holistic PI&RS maintenance and evidence recording enhancements.
- Manage PI&RS User access accounts, with appropriate management approval of access.
- Provide education, training and support in Communicare, Medicare and other PI&RS to respective colleagues required to access and utilise Anyinginyi Health's databases.
- Troubleshoot problems as they occur ensuring smooth operation of Anyinginyi's PI&RS IT functions.
- Source proposed software, hardware and additional services as required for management considerations.
- Ensure PI&RS management systems are in place to support data collection, analysis, reporting across the organisation.
- Contribute to successful PI&RS as required data submission to funding body IT management programs. i.e OCHREStream, OSR, NT AHKPIs, Commonwealth AHKPIs

### **Policy and Procedures, Continuous Quality Improvement**

- Monitor and review arising PI&RS policy, procedures, access determinations and forms for Users to maintain a confidential and patient respected PI&RS system.
- Audit and assess with the Continuous Quality Improvement (CQI) Team, systems, operations and improvement recommendations to management. Including auditing and

maintain data integrity through programmed data cleansing activities (in conjunction with clinicians)

### **Medicare**

- Monitor Medicare revenue generation for management reporting.
- Provide assistance to the Medicare Revenue Officer
- Provide support for Medicare billing training as part of induction to all Anyinginyi Health clinical staff, where needed by the Medicare Revenue Officer.
- Conduct ongoing reviews of Medicare claims and initiate follow-up support as required to ensure revenue generation based on clinical services is maximised.

### **IT Administrator Tasks**

- Complete Administrator tasks and create annual audit, maintenance, reviews, cleansing schedules for all PI&RS.
- Participate in the development of training manuals and staff induction materials related to software applications used in clinical services.

### **Communicare**

- Develop computerized data templates for standardized care according to CARPA guidelines.
- Complete the Review of all Communicare Data, Processes and Procedures. (Appendix A)

### **General**

- Liaise with fellow Aboriginal Medical Services, NT health bodies, represent and advocate Anyinginyi Health's IT position and needs at approved forums internal and external.
- Maintain and nominate self-training and awareness of Anyinginyi Health's IT Health environment and systems

## SELECTION CRITERIA

### **Essential Criteria:**

1. Demonstrated knowledge of the full function of a patient data system such as Communicare.
2. Demonstrated experience in the use of computers, Microsoft Office products, and business related software programs.
3. Experience in staff training and reviewing performance against KPI's.
4. Ability to work as part of a team.
5. Well-developed written and oral communication skills, in particular, interpersonal communication skills.
6. Knowledge and understanding of Aboriginal and Torres Strait Islander culture and traditions, as well as sensitivity to values, beliefs, customs, language and traditional health practices.
7. Understanding of the philosophy behind the operations of Aboriginal community controlled health services.
8. Understanding of practices and principles of Health and Safety in the workplace, in particular a demonstrated understanding of OH&S implementation in a clinical environment.
9. Understanding of the practices and principles of CQI and its implementation.
10. A commitment to engage with Continuous Quality Activities across all sections of Anyinginyi Health and, on a personal and team level.
11. Demonstrated ability to use initiative, independent judgment, leadership and flexibility.
12. Be in possession of or have the ability to apply for an OCHRE Card (Working with Children)
13. Current driver's licence.

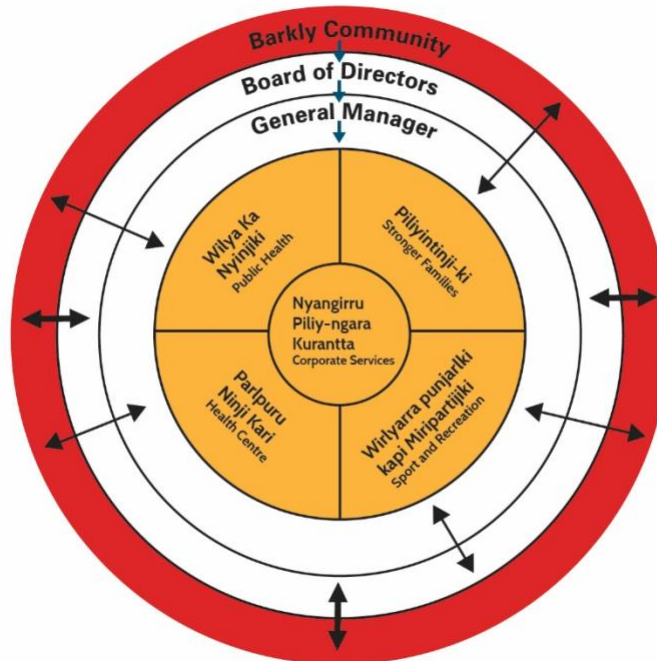
### **Desirable:**

1. Experience in the full use of the Communicare patient data software.
2. Demonstrated ability to communicate effectively with Aboriginal people
3. Experience in living and working in a cross cultural environment particularly with Aboriginal people.
4. Experience in corporate budget management and revenue generation
5. Experience living and working in a remote area.

## ORGANISATION OVERVIEW

### The Anyinginyi Health Aboriginal Corporation Governance Model

#### ANYINGINYI Governance Model



In line with the Pathways to Community Control “...Community Control requires communities and their organization to possess both the understanding of and the ability to apply the knowledge and competence on which sound

*engagement is built. It also depends on the capability of government organizations and structures to understand and find new ways of working that responds to community's calls for greater levels of engagement". (Page 9, Pathways to Community Control)*

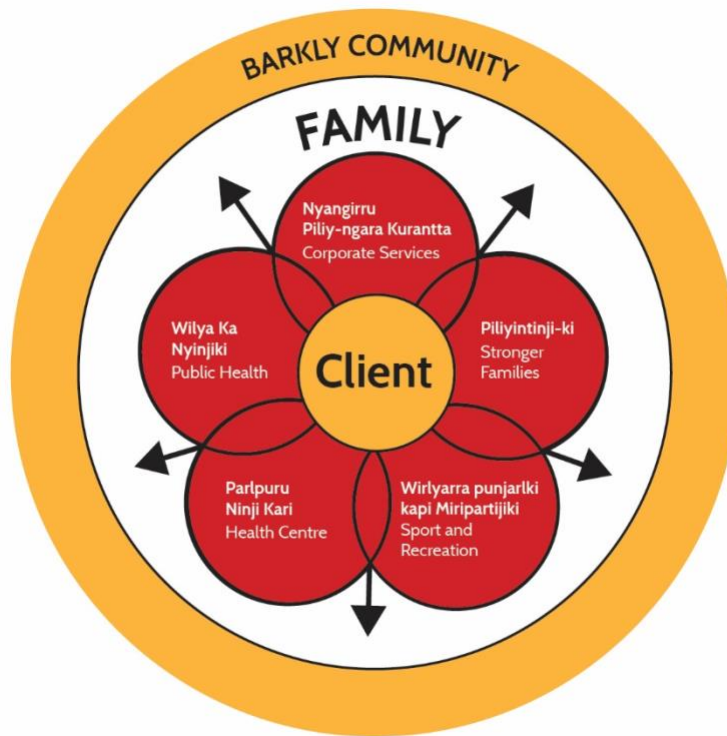
The Anyinginyi Governance Model illustrates how the Barkly community, Anyinginyi Board of Directors, the General Manager and the Anyinginyi Sections are integrated and work collaboratively serving the needs of their clients.

The border of the Model represents the Barkly region. The Barkly community representatives are elected to the Anyinginyi Board of Directors situated in the Model's inner rim. The business of the corporation is managed by or under the direction of the Board of Directors. The Directors may exercise all the powers of the corporation except any that the CATSI Act or the Anyinginyi Rule Book requires the corporation to exercise in general meetings.

The General Manager oversees the everyday operations of Anyinginyi as an entity. Each highlighted Section is managed by individual Section Managers to guide and direct the programs of each section and oversee the management of employees.

The arrows within the Governance Model represent how services are utilised. There are various ways that clients or individuals can access Anyinginyi Services for example:

- Community people accessing our services – on a needs basis
- Anyinginyi representatives from their individual sections going out and providing an outreach service to the community/communities or promotion of programs



Primary Health Care is a social community development approach to health that is about ensuring everyone has the right to affordable, accessible and appropriate health care. Primary health care has a broad focus on the social environment rather than just health services. It has a holistic approach to health development and based on social justice, equity, community participation, social acceptability, cultural safety and trust. It also has a broad approach that strongly links with the social determinants of health.

The primary health care approach includes prevention, advice, public health, education, promotion, research, evaluation and community development, as well as primary care delivered in an empowering, multidisciplinary way that helps people to help themselves.

The Anyinginyi Primary Health Care Service Delivery Model reflects the important elements of the holistic health care approach in combining the community, family and client. When managing Aboriginal client care the three components of family, community and culture are intrinsic to good health outcomes.

The Anyinginyi Primary Health Service Delivery Model underpins the way all Anyinginyi services are delivered to the individual client, their family and overall to the community. All Anyinginyi client-related policies and procedures reflect the Primary Health Service Delivery Model. Each Anyinginyi Section has a set of referral forms and processes in place that links the client to more than one Section.



## **“Whole of Family” Primary Health Care Approach**

Anyinginyi programs have been developed to strengthen all areas of well-being for Aboriginal people. Anyinginyi's strategic Plan 2014/16 has identified a review of Anyinginyi Section's roles and responsibilities as required.

The following information is provided as an overview of program areas:

### **➤ Parlpuru Ninji Kari - Health Centre**

The Health Centre delivers primary health care, clinical, GP, women's health, men's health, chronic disease management, Specialist services and community engagement liaison.

Anyinginyi has been working proactively with government service providers to develop partnerships and coordinate service delivery to achieve better outcomes for clients. The Health Centre is often the first point of contact for clients, formal referral systems have been established to link clients with other services. Clients may be referred to other sections within Anyinginyi in line with the service delivery model. It is a priority of Anyinginyi to improve medical input to the Board and management whilst providing improved support to clinicians.

### **➤ Manu Kinapina Parlpuru Ninji Kari - Regional Remote Health Service**

The Regional Remote Health Section provides the following services –

Bush Mobile – providing primary health care services to remote communities within a 100klm radius of Tennant Creek not serviced by the Northern Territory Department of Health. This service is supported by a medical officer and two nursing staff with the assistance of an ALO/AHP and administrative staff.

North Barkly Zone – providing primary health care services to remote communities of the North Barkly region not serviced by the Northern Territory Department of Health. This service is supported by a medical officer and a registered nurse with assistance of an ALO/AHP and administrative staff.

Allied Health Services – a full-time nutritionist provides services to major communities within the whole of Barkly region (including Tennant Creek). In addition a Physiotherapist and Podiatrist provide fortnightly locum visits six times per year, the latter focusing on Tennant Creek (at present) with the Physiotherapist providing extra services twice yearly for two weeks to the cattle stations in the north Barkly.

Grow Well Program – providing health and capacity building education activities to parents/carers of young children in major communities of the Barkly region. Activities include playgroup, good health & hygiene practices, home skills education, caring for the home environment, self-empowerment.

EHSDI Program – the provision of funding for the identification of community members who have not had regular adult or child health checks and providing the latter in an environment conducive to better compliance.

### **➤ Wirlyarra punjarlki kapi Miripartijiki – Sport & Rec**

This section delivers programs across a broad spectrum of Sport and Recreational areas to all age groups.

The Sport and Recreation team facilitate a wide range of social sports that the community engages in. These sports include Volleyball, Netball, Cricket, Soccer, Softball and more. Sport and Recreation also manages a commercial, well equipped gymnasium, which is utilised by a broad range of the community. Whilst being a member of the gymnasium, our members are entitled to a personalised fitness program tailor made to suit their needs to live a healthy and more active lifestyle.

Sport and Recreation provide a range of group fitness classes that include Pump, CrossFit, Boxercise, Circuit and our own dedicated women's classes. There is also a dedicated Women's Program officer employed by Anyinginyi

Health Aboriginal Corporation to engage in women of all ages to participate in programs such as gym sessions, fitness classes and sports as well in a fun friendly environment

Every weekday during the School term, the Sport and Recreation team provide a structured, active lifestyle programs for kids. These activities include Basketball, Soccer, Netball, Tennis, T-ball and Dodgeball. This program also flows on into the School Holiday Program where there is a range of activities to keep the kids entertain during the School Holidays.

Wirlyarra Punjarli Kapi Miripartijiki is working towards seeing the whole of the community create healthier lifestyles choices by becoming more active through Sport, Fitness or any other form of movement.

➤ **Kalpa purru Wirranjarlki - Public Health & Promoting Healthy Behaviours Section**

This section delivers preventative and educational programs across a broad spectrum of health areas, including trachoma, eye health, skin health, tobacco and healthy lifestyles, FASD and diabetes education, amongst others. Programs in PHU aim to increase community members' ability to have control over their own health, through raising awareness, health promotion and health education, specific health checks and screening, and responding to public health issues.

➤ **Piliyintinji-ki - Stronger Families**

Piliyintinji-ki Stronger Families (PSF) operates on the ethos that community development and empowerment, through a range of responsive and appropriate initiatives and direct supports, is the most meaningful approach to promoting effective ways to address the 'whole of life' issues impacting on our clients' health and wellbeing.

PSF takes a collaborative approach to working with all stakeholders to build solid relationships that reinforce connections to the principal of a 'whole of life' health care model and provides culturally appropriate and responsive programs and services for Aboriginal men, women and children that include: promotion and prevention initiatives fundamental to improve physical, spiritual, social and emotional health and wellbeing; access and referral to a range of services to assist with the impacts of alcohol and other drugs misuse/abuse; family and parenting strengthening; community connectedness; outreach and advocacy, and counselling and practical supports for individuals and families experiencing social and emotional distress associated with trauma and grief, forced separation of children from their families, family violence and suicide.

This wrap-around model of service delivery assumes a holistic approach to care and supports that are delivered with regard to cultural protocols and practices, including gender and familial obligations.

**Nyangirru Piliyi-ngara Kurannta - Corporate Services**

The Corporate Services Section is the business of the organization responsible for Management and Elected Arm administration, regional organizational partnerships, operational policies and procedures, income and expenditure reporting and monitoring service delivery goals for each Anyinginyi Section for implementation. Corporate Services also delivers financial management and asset development, efficient and responsive human resources, Information Technology, and stores and property management.