



NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Chronic Conditions Clinical Worker	Health Services Worker Level 3/4 or RN Level 1 <i>Note: Classification level subject to professional registration and scope of practice of incumbent.</i>
PROGRAM:	SECTION:
Primary Care Services	Chronic Conditions Management
TENURE/STATUS:*	LOCATION (if other than Wakefield Street Adelaide):
Full Time, subject to ongoing funding	Wakefield Street with outreach visits to Brady St Elizabeth Downs. Some home visiting may be required.
POSITION REPORTS TO:	WORKS CLOSELY WITH:
Chronic Conditions Coordinator	Chronic Conditions Management team members, Health Workers/Aboriginal Health Practitioners, General Practitioners, Visiting Specialists and Allied Health Professionals

1. PURPOSE STATEMENT

Brief statement of the key responsibilities/prime function of this job:

Nunkuwarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status. The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

The Chronic Conditions Clinical Worker is responsible to provide services for clients with chronic health conditions engaged with the Chronic Conditions Management team. The Chronic Conditions Clinical Worker practices alongside a range of service providers to ensure coordinated, flexible and accessible care for individual clients.

Working under general or limited direction (depending on level) of the Chronic Conditions Coordinator the primary role of the Chronic Conditions Clinical Worker is to deliver a range of services which includes but is not limited to:

- Development, management and implementation of multidisciplinary care plans based on best practice, to optimise health and wellbeing outcomes for individual clients
- Management of care coordination processes including recall and referral, case conferencing and coordination of visiting specialist clinics
- Liaison with external agencies as necessary for individual client care and development of accessible and appropriate systems and services for the client group
- Information and education to increase awareness and understanding of healthy lifestyles

2. KEY RESPONSIBILITIES/DUTIES

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Coordinated care for individuals Coordinate the provision of individual care for clients utilising recognised management plans and evidence based clinical guidelines	<ul style="list-style-type: none"> • Provides client services in line with agreed best practice guidelines and service protocols • Initiates, coordinates and ensures review of care management plans • Coordinates allied health and specialist clinics to ensure timely access to these services • Participates in multidisciplinary case conferences and care reviews • Liaises and advocates with external agencies for client access to services and follow-up of care • Ensures accurate client information in Communicare and ensures client privacy and confidentiality is maintained at all times • Ensures appropriate use of Medicare claimable items • Manages registers, recall, reminders and follow up for own caseload of clients • Works collaboratively with the broad range of service providers to improve systems coordination and communication between teams and between service agencies
Health promotion and community engagement Provide up to date information and education to individuals, groups and the wider Aboriginal community	<ul style="list-style-type: none"> • Participates in targeted health promotion and community engagement activities • Promotes the importance and benefits of general preventative health assessments and immunisation and ensure access to these services • Provides education and information on healthy lifestyle and management of chronic conditions
Team & Organisational Activities Maintain a positive working relationship with others and participate in working groups and activities	<ul style="list-style-type: none"> • Contributes to and supports a positive team morale • Actively and regularly participates in team planning activities and meetings • Contributes to the development and implementation of service policies and procedures • Develops and maintains effective internal and external networks in a professional manner • Participates in internal working groups, committees and organisational activities where requested • Promotes and presents a positive image of Nunkuwarrin Yunti to other staff, clients and the community in general
Professional Responsibilities Participate in personal and professional development activities	<ul style="list-style-type: none"> • Practices in accordance with relevant legislation, professional standards and evidence in all practice and accepts professional responsibility and accountability for all actions and decision making within scope of practice • Attends professional development training courses and activities to maintain and update clinical knowledge and skills as appropriate • Participates in regular performance development reviews • Attends professional meetings as required such as reflective practice, multi-disciplinary, debriefings • Actively participates in workplace practice supervision meetings and other team meetings as required
Administrative Activities Ensure compliance with a range of administrative practices which support Primary Care Services and Nunkuwarrin Yunti as an organisation	<ul style="list-style-type: none"> • Maintains timely and accurate documentation consistent with professional standards • Provide regular statistical and other reports as requested • Ensures secure management of organisational data and files and compliance with privacy policies and legislation.

3. SELECTION CRITERIA

ESSENTIAL – includes qualifications, skills, experience and knowledge

- Aboriginal Health Worker (AHW) with Certificate 4 in Primary Health Care (Practice), or current registration with the Australian Health Practitioner Regulation Agency (Aboriginal Health Practitioner, Diploma of Nursing or Bachelor of Nursing)
- Minimum of two-three year's demonstrated experience in the relevant health field, consistent with the position's role and responsibilities
- Demonstrated understanding of the contemporary issues facing Aboriginal people and the impacts these issues have on Indigenous Australian societies and cultures
- Demonstrated ability to communicate and work sensitively and effectively with Aboriginal people
- Well-developed clinical skills and knowledge of chronic conditions
- Experience of best practice approaches to care coordination and chronic conditions management, including the development and coordination of care plans
- Ability to use professional judgement to prioritise care and organise workload
- Ability to work in a multidisciplinary team, and the ability to work with minimal supervision
- Ability to liaise, network and negotiate with a range of human service organisations and government agencies
- Ability to deal with people with high and complex needs and the ability to deal with conflict constructively
- A good understanding of health promotion, health education and health literacy
- Experience in the use of Communicare or other electronic client information management system

DESIRABLE

- Experience in the appropriate use of Medicare claimable items, relevant to chronic conditions
- Immunisation qualification / training
- Knowledge and / or experience working with people who are at risk of or currently living with a blood borne viral infection
- Knowledge and / or experience in continuous quality improvement activities including clinical file review
- Current Medicare Provider Number (if eligible) or willingness to obtain

4. APPOINTMENT CONDITIONS

Special Conditions and Status

1. Full time position, 38 hours per week.
2. The tenure in this position is subject to funding continuing.
3. Some out of hours work may be required.
4. Some intrastate travel may be required.
5. Appointment is subject to a satisfactory National Police Clearance Certificate.
6. Unless filled internally, subject to 6 months satisfactory probationary period.
7. Salary Sacrifice, Superannuation Employer contribution.
8. Current SA Driver's Licence and willing to drive in the course of work activities.
9. Conditions of employment are in accordance with Nunkuwarrin Yunti of South Australia's Enterprise Agreement/Collective Agreement.

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined occupational health and safety legislation, and Nunkuwarrin Yunti's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

7. RESPONSIBILITY STATEMENT

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

8. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name

Signature

Date

Job and Person Description Approval

PROGRAM MANAGER	CHIEF EXECUTIVE OFFICER
Name: <i>Michelle Keahy</i> Signature: <i>Michelle Keahy</i> Date approved: <i>7/3/17</i>	Name: <i>Vicki Anne Holmes</i> Signature: <i>V Holmes</i> Date approved: <i>7/3/2017</i>