



NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Clinical Services Coordinator	RN 3 (Nunkuwarrin Yunti Nurses Award) or Aboriginal Health Practitioner HS Level 6
PROGRAM:	SECTION:
Primary Care Services	Chronic Conditions & General Care
TENURE/STATUS:	LOCATION (if other than Wakefield Street Adelaide):
Full time, ongoing, Subject to ongoing funding	Wakefield St (Adelaide) and Brady Street (Elizabeth Downs), and outreach as required
POSITION REPORTS TO:	WORKS CLOSELY WITH:
Clinical Services Leader	Senior Aboriginal Health Practitioner, Aboriginal Health Workers & Practitioners, Enrolled & Registered Nurses, Clinical Services Officer, General Practitioners & Registrars, Medical Receptionists, and external health professionals

1. PURPOSE STATEMENT

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.

Primary Care Services provides comprehensive primary health care to the Aboriginal community. The multi-disciplinary team consists of Aboriginal Health Workers and Practitioners, a Clinical Services Officer, Enrolled and Registered Nurses, and General Practitioners and Registrars. Services are augmented by a range of visiting medical specialists and allied health professionals. The PCS team liaises and works closely with the New Directions Mothers and Babies program, the Social and Emotional Wellbeing program and the Community Health Promotion and Education program to ensure a high standard of integrated and coordinated client care.

The broad function of the Clinical Services Coordinator is to accept accountability for the line management, coordination and leadership of the Clinical Services Officer, Aboriginal Health Workers / Practitioners and Nurses.

Under limited direction of the Clinical Services Leader the primary focus of the Clinical Services Coordinator is to:

- Lead the Aboriginal Health Worker / Practitioner, CSO and Nursing workforce within a professional practice framework
- Work collaboratively with the Senior Aboriginal Health Practitioner to ensure productive working relationships are maintained and manage conflict resolution, should conflict arise
- Develop and maintain a learning environment; take a coaching approach to team development and individual supervision activities for AHW/P workforce, the CSO, and nursing staff
- Provide the pivotal coordination of client care delivery across Chronic Conditions Management and General Care, and provide clinical care as required
- Provide oversight of the Visiting Allied Health Professionals' and Medical Specialists' clinics

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- Work with limited professional supervision and minimal management direction
- Use available information systems to inform decision making, evaluate outcomes and convey information to staff and effect service improvement
- Liaise with external agencies as necessary

2. KEY RESPONSIBILITIES/DUTIES

Identify the significant services of work, which are the key outputs of the position

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Direct Client Care Deliver cultural safe client care within best practice guidelines	<ul style="list-style-type: none"> • Provide evidence-based primary health care for individual clients as operationally required • Use self-management and empowerment principles within agreed best practice guidelines to improve health outcomes • Triage clients and prioritise care based on clinical need; ensure delivery of culturally safe and competent care
Client Care Coordination and Management Delivery of best practice culturally safe primary care services in accordance with defined Models of Care (General Care and Chronic Conditions Management)	<ul style="list-style-type: none"> • Coordinate and oversee client health care service delivery, inclusive of: <ul style="list-style-type: none"> ◦ ensure coordinated care, case allocation management, waiting list management ◦ manage care planning, follow up, referral and recall processes ◦ manage and coordinate specialist and allied health clinics • Maintain integrated service delivery and care coordination through strong communication pathways with all PCS staff and other teams as required
Team and People Leadership A positive culture of team work is maintained with encouragement of innovation, professional development, mutual trust and respect within the team	<ul style="list-style-type: none"> • Provide daily supervision for all team members to ensure clinical standards are achieved, and duties are fulfilled. This includes developing and monitoring individual and team performance, managing staff attendance and timesheets, and approve planned leave entitlements • Provide regular clinical expertise and mentoring to team members including positive feedback • In collaboration with the Senior Aboriginal Health Practitioner, actively support formal and informal learning and education
Service Management and Improvement Continuous quality improvement	<ul style="list-style-type: none"> • Contribute to Primary Care Services' Clinical and Practice Governance directions, activity and outcomes, including continuous quality improvement and research activity • Monitor and evaluate implementation of service goals and activities and contribute to broader service planning, monitoring and review of services • Together with the Senior Aboriginal Health Practitioner plan, implement and evaluate a range of health promotion activities in partnership with the Aboriginal community, as per the PCS Action Plan • Provide timely information and advice to assist the Clinical Services Leader implement local processes to investigate complaints, incidents and accidents • Use available information systems to inform clinical decision-making, evaluate client outcomes and convey health information to staff • Facilitate changes in local processes and practices according to emerging service needs, as identified through practice or service evaluation or problem analysis

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KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Sector Engagement, Coordination and Linkages Integrated client services are developed and promoted	<ul style="list-style-type: none"> • Develop and maintain links with external health services, organisations and personnel • Engage in Aboriginal community and external service agency health promotion and engagement activity • As requested, provide appropriate representation of Nunkuwarrin Yunti on National and State committees, reference groups, leadership groups and provider networks
Professional Development Personal and professional development ensures delivery of best practice services	<ul style="list-style-type: none"> • Practice in accordance with relevant legislation, professional standards and best available evidence and accept professional responsibility and accountability for all actions and decision making within scope of practice • Maintain continuing professional development • Proactively engage in workplace supervision and other team activities as required • Proactively engage in regular performance development reviews
Administrative Activities Compliance with a range of administrative and business practices	<ul style="list-style-type: none"> • Ensure timely and accurate documentation of clinical notes, consistent with professional standards maintained and statistical and other reports provide as requested • Manage client data and client files in compliance with privacy policies and legislation

3. SELECTION CRITERIA

ESSENTIAL – includes qualifications, skills, experience and knowledge.

- Registered with the Australian Health Practitioner Registration Authority (AHPRA) Nursing and Midwifery Board of Australia, or Aboriginal and Torres Strait Islander Health Practice Board of Australia for a minimum of three (3) consecutive years
- Registered Nurses must have a minimum of ten (10) years of demonstrated vocational experience in a Primary Health Care setting
- Aboriginal Health Practitioners must have a minimum of five (5) years of demonstrated vocational experience in a Primary Health Care setting
- 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 sensitively and effectively with Aboriginal people
- Demonstrated ability to deliver a high level of professional judgement and clinical competence within an evidence based multi-disciplinary setting, and a sound understanding of clinical governance
- Sound knowledge of relevant Medicare schedules, and willingness to optimise billing practices
- Excellent organisational and time management skills, the ability to work autonomously with minimal supervision, work under pressure in a complex busy workplace to assess priorities and

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meet deadlines, and respond to difficult and/or stressful situations in a calm, sensitive and professional manner

- Proven ability to lead a multi-disciplinary team within a professional practice framework, including professional supervision and training for a broad range of health professionals including students on work placement
- Significant experience in the use of Communicare or other electronic client health information management system to document client care (e.g. Medical Director or Best Practice) and proven capacity to monitor and report individual and population level outcomes of care
- Demonstrated knowledge, skill, experience and contribution at strategic and operational levels in quality assurance and continuous quality improvement processes
- Proven well-developed written and verbal communication skills and high level ability to communicate effectively with a range of health professionals and administrative staff
- Demonstrated ability to resolve conflict, solve problems and negotiate successful outcomes

DESIRABLE

- Experience working in an Aboriginal Community Controlled Health Service
- Previous experience working on community primary health care projects or programs that demonstrate best practice outcomes for Aboriginal and Torres Strait Islander clients
- Additional qualifications relevant to the delivery of Primary Health Care, preferably in an Aboriginal Health Service setting (e.g. Men's Health, Women's Health, Sexual Health, Diabetes, Heart Disease, QAAMS)

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. Subject to 6 months satisfactory probationary period unless the appointee is a current employee of Nunkuwarrin Yunti and has completed the required probationary period prior to being appointed to this position.
7. Salary Sacrifice, Superannuation Employer contribution.
8. Current South Australian full Driver's Licence and willing to drive in the course of work activities.
9. Conditions of employment are in accordance with the terms and conditions stated in the relevant Enterprise 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

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Follow defined work 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

Date approved: 20/4/2018

MIDDLE MANAGER Name: Michelle Kealy Signature: Michelle Kealy	CHIEF EXECUTIVE OFFICER Name: Vicki Holmes Signature: Vicki Holmes
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