

<b>Job Description Form</b>	<b>Ear Health Program Officer</b>
Work Group:	Workforce and Sector Development
Work Unit:	Health Programs
Reports To:	Ear Health Program Coordinator
Direct Reports:	Nil
Award / Agreement:	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Classification:	Administrative Grade 4
Approved by CEO:	9 February 2021 (Des Martin)

## **VISION STATEMENT**

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

## **MISSION STATEMENT**

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Service's model of care, empowering Aboriginal people to achieve health equality in their communities.

## **ORGANISATIONAL VALUES**

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

## POSITION PURPOSE

The Ear Health Program Officer directly reports to the Ear Health Program Coordinator and is accountable to the Executive Manager – Workforce and Sector Development. This position will support the Ear Health Coordinator with the planning, preparing and facilitating the implementation of strategies to address the issues identified in the WA Aboriginal Community Controlled Sector Ear and Hearing Health Implementation Plan.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Customer Focus and Confidentiality throughout the course of their duties.

## KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

### EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.
- Works collaboratively with the Ear Health Coordinator at Rural Health West.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

## RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
PLANNING AND DELIVERY	<ul style="list-style-type: none"> <li>– Support and assist the Ear Health Program Coordinator to achieve deliverables and outcomes for the Ear and Hearing Health Strategy.</li> <li>– Support services to access or develop ear and hearing health promotion activities / events.</li> <li>– Undertake audits and collect / collate data relevant to the program deliverables and draft reports as required.</li> </ul>

	<ul style="list-style-type: none"> <li>– Proactively engage with Member Services' to effectively promote and share continuous quality improvement and best practice standards.</li> <li>– Assist services to streamline referral pathways between ACCHS's and other ear and hearing health care providers and tertiary care.</li> <li>– Prepare written reports and other documentation as required in accordance to the AHCWA's policies and procedures.</li> </ul>
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> <li>– Actively participate in the organisation's QMS (LOGIQC).</li> <li>– Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>– Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.</li> <li>– Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.</li> <li>– Attend and participate in professional development activities including workshops and training as required.</li> <li>– Attend and participate in Employee Development Days.</li> <li>– Participate and comply with all Work Health and Safety responsibilities as per the <i>Occupational Safety and Health Act (WA) 1984</i>.</li> <li>– Identify and assist to reduce Work Health and Safety hazards and risks.</li> <li>– Follow the reasonable direction of Work Health and Safety representatives.</li> <li>– Demonstrate a commitment and uphold the principles of cultural safety and sensitivity.</li> </ul>

## POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
PLANNING AND DELIVERY	<ul style="list-style-type: none"> <li>- Support the Ear Health Program Coordinator to assist Member Services, to identify, screen, treat, arrange follow-up treatment for and monitor Aboriginal and Torres Strait Islander children at risk of (or experience) otitis media and related hearing loss, particularly before commencing primary school</li> <li>- Support services to access or develop ear and hearing health promotion activities / events</li> <li>- Support primary care clinics to strengthen management systems</li> </ul>
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> <li>- Ensure all tasks assigned to this position are completed within a six (6) week period.</li> </ul>

## COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

## **JOB SPECIFIC COMPETENCIES**

### **QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE**

#### **ESSENTIAL:**

- Relevant clinical knowledge and/or demonstrable health / community program experience.
- Understanding of the issues including social determinants affecting Aboriginal people's health status in contemporary Australian society.
- Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Ability to develop networks with community and government stakeholders.
- Strong time management skills with the ability to effectively plan, organise and coordinate own workload and meet deadlines.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare written reports and manage the output of quality information.
- Strong attention to detail and accuracy.
- Advanced skills in Microsoft Office Package Software including Word, Outlook, Excel, PowerPoint etc.
- An ability to work within a small team and autonomously as required.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

#### **DESIRABLE:**

- The person is of Aboriginal and/or Torres Strait Islander descent and is acknowledged as such by their community.
- Possession of, or working towards, a relevant tertiary qualification, and/or commensurate experience in a relevant field of Aboriginal Health, Health Promotion and/or Ear Health.
- Hold an Australian Health Practitioner Regulations Agency (AHPRA) Registration e.g. Nurse or Aboriginal Health Worker Practitioner.
- Possession of a Certificate IV in Training and Assessment (TAE40110) or working towards it or willingness to attain.

**PRACTICAL REQUIREMENTS:**

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty may be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

<b>ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE</b>
--

**I certify that I have read and understand the responsibilities assigned to this position.**

<b>Employee Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	