

Job Description Form	Public Health Program Officer
Work Group:	Public Health and Continuous Quality Improvement (PHCQI)
Work Unit:	Public Health and Continuous Quality Improvement (PHCQI)
Reports To:	Clinical Support Nurse
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>
Award Classification:	Administrative Grade 4
Approved by CEO	17 February 2022 (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 Services' 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 Public Health Program Officer directly reports to the Clinical Support Nurse and is accountable to the Executive Manager - Public Health and Continuous Quality Improvement (PHCQI). The position is primarily responsible for providing ongoing support and advice about CQI approaches to improving systems of care for the Aboriginal Community Controlled Health

Services (ACCHS) (ACHWA's Member Services) and providing public health information to ACHWA's Member Services and external stakeholders in Western Australia.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client 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.
- 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
CLINICAL GOVERNANCE SUPPORT	<ul style="list-style-type: none"> • Provide support for Member Services to imbed CQI frameworks and processes that focus on patients, information and safety. • Provide health management problem solving, implementation of best practice policies and procedures and feedback of relevant information to Member Services and the PHCQI Work Unit. • Provide CQI support to the AHCWA Clinical Leadership Group. • Provide support with clinical compliance and practice management issues to Member Services on request. • Provide support and guidance to Member Services in relation to Accreditation processes and systems. • Support Member Services, where necessary, in the development and maintenance of clinical and health promotional material that promotes CQI and meets best practice standards.

PUBLIC HEALTH	<ul style="list-style-type: none"> • Provide support, advice and advocacy to Member Services on Public Health policy. • Provide advice on best practice for Public Health issues. • Take the lead on particular public health programs as per team work delegations. • Maintain current best practice clinical health information in the client portal.
DIGITAL HEALTH AND INNOVATION	<ul style="list-style-type: none"> • Implement the National Digital Health Strategy in the Aboriginal Health Sector in WA, including but not limited to: <ul style="list-style-type: none"> ▪ PIRS – Communicare / MMEX ▪ My Health Record ▪ PRODA ▪ Healthcare Identifiers ▪ NASH Certificates ▪ ePrescribing ▪ Telehealth ▪ Secure Messaging ▪ eOrdering of Pathology • Provide or facilitate support and education for Patient Information and Recall Systems (PIRS) to ensure data quality and information is recorded correctly and the recall systems are operating effectively. • Understand barriers to implementing digital health initiatives in WA ACCHS's and assist in developing solutions to address and overcome these barriers. • Provide digital health leadership to Member Services through actively promoting and driving a digital change agenda and represent WA ACCHS sector priorities across state-wide and national levels. • Develop strong clinician engagement through the establishment of digital clinical content and use of innovative digital health assessment tools to assist in improved Telehealth consultation. • Promote digital health initiatives to the Aboriginal Health Sector. • In collaboration with the Public Health Medical Officer, analyse, scope, identify issues and provide solutions to sharing S100 Remote Area Aboriginal Health Service (RAAHS) medicine information.

COLLABORATION AND PARTNERSHIPS	<ul style="list-style-type: none"> • Facilitate working groups and forums. • Establish and maintain partnerships with essential organisations to improve health outcomes for Aboriginal people in WA. • Engage external health organisations to contribute to culturally safe health promotional materials.
HEALTH INFORMATION AND MANAGEMENT	<ul style="list-style-type: none"> • Provide advice and support on the Medicare Benefit Scheme (MBS) and claiming opportunities based on service delivery model of each service to maximise Medicare income whilst also maintaining patient/client outcomes. • Provide support and guidance in developing culturally appropriate health promotion materials with Member Services.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> • Actively participate in the organisation's QMS (LogiQC). • Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
OTHER	<ul style="list-style-type: none"> • Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. • Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture. • Attend and participate in professional development activities including workshops and training as required. • Attend and participate in Employee Development Days. • Participate and comply with all Work Health and Safety responsibilities as per the <i>Occupational Safety and Health Act 1984</i> (WA). • Identify and assist to reduce Work Health and Safety hazards and risks. • Follow the reasonable direction of Work Health and Safety representatives.

POSITION KEY PERFORMANCE INDICATORS

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

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
CONTINUOUS QUALITY IMPROVEMENT AND HEALTH INFORMATION	<ul style="list-style-type: none"> Actively participate in or lead a minimum of two (2) CQI activities within AHCWA's Member Services per annum. Provide a minimum of 12 public health support episodes to Member Services per annum. Sound progress against agreed program deliverables and KPI's.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> Ensure all tasks assigned to this position are completed within a six (6) week period.

Additional KPIs will be developed in line with the allocation of work delegations and will be reflected in the individuals work plan.

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

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:

- Possession of relevant health qualification i.e. Public Health / Health Promotion / Aboriginal Health Worker / Registered Nurse.
- Demonstrated experience in the primary health care setting, including but not limited to: Aboriginal Community Controlled Health Services (ACCHS), public health, health promotion or clinical.
- Demonstrated knowledge of CQI principles ideally within primary health care.
- Demonstrated knowledge of the service delivery issues facing Aboriginal Community Controlled Health Services (ACCHS).
- Understanding of the social determinants affecting Aboriginal peoples' health status.

- Highly developed written, verbal and interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective working relationships.
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Demonstrated ability to utilise analytical problem solving skills to develop and implement strategies to improve service delivery.
- Well-developed ability to undertake action research to prepare, collate and organise data.
- Demonstrated ability to uphold the principles of cultural sensitivity including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

DESIRABLE:

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Current clinical registration within area of profession.
- Demonstrated experience in a digital health or a related field in the Not for Profit, Community and/or Health Sector.
- Experience with Patient Information and Recall Systems (PIRS) including Communicare and MMEX.

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.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE
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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	