

Job Description Form

Care and Support Ready Project Officer



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.

Aboriginal Culture

Aboriginal culture underpins every aspect of the work AHCWA does, and should always be reflected in work practices and behaviours.

All employees are expected to acknowledge, understand and continuously promote the importance and diversity of Aboriginal culture in all work activities.

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



Culture

Acknowledging and understanding the importance and diversity of Aboriginal culture in all that we do.



Integrity

Working with personal and collective integrity whilst striving to achieve service excellence for our Members and community.



Passion

Exhibiting passion, positivity and commitment in all that we do to inspire and empower all people, Member Services and communities to reach their potential.



Collaboration

Fostering and contributing to shared objectives through inclusiveness and engagement with our Member Services.



Accountability

Being accountable to all our Members, stakeholders and the community

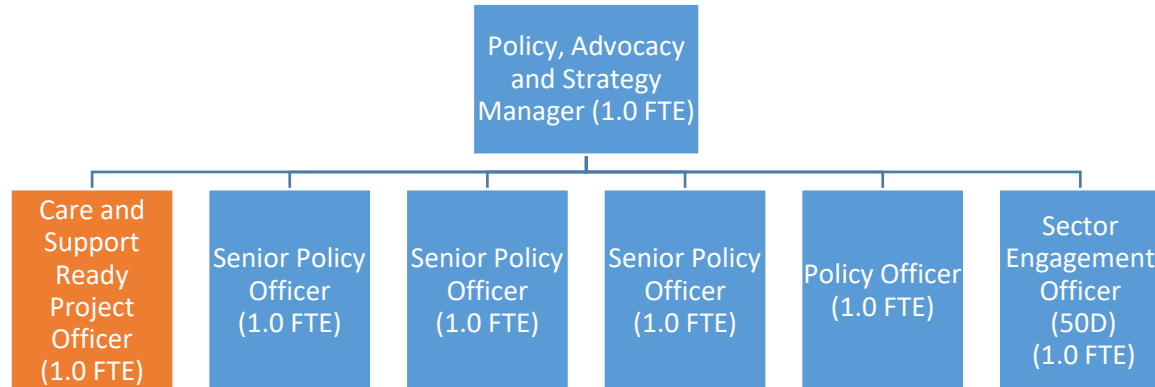


Resilience

Embracing challenges and harnessing opportunities to empower our communities for self-determination.

Position Title	Care and Support Ready Project Officer
Work Group	Office of the Chief Executive Officer (CEO)
Work Unit	Policy, Advocacy and Strategy
Reports To	Policy and Strategy Manager
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	12 September 2022 (Des Martin)

Team Structure



Position Purpose

The Care and Support Ready Project Officer directly reports to the Policy and Strategy Manager and is accountable to the Chief Executive Officer (CEO) and is responsible for supporting Aboriginal Community Controlled Health Services (ACCHS) to become National Disability Insurance Scheme (NDIS) and/or aged care service providers.

The position will support WA ACCHS to build capacity to become sustainable NDIS and/or aged care service providers, and identify potential and existing integrated care service delivery models that can be piloted in future programs.

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 engages and works closely with most Aboriginal Community Controlled Health Services in Western Australia.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.
- Maintains contact and works closely with the National Disability Insurance Agency, the NDIS Quality and Safeguards Commission, and the National Aboriginal Community Controlled Health Organisation (NACCHO).

Internal

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia (AHCWA), including the NDIS Business Support Team.

Responsibilities of this Position

NDIS and Aged Care Capacity Building

- Engage with key stakeholders, including the NDIA and NACCHO, to support the delivery of the Care and Support Ready program throughout the state.
- Support WA ACCHS to become integrated care or aged care service providers, and support their delivery of culturally secure services.
- Build on past successes in maintaining relationships with WA ACCHS to provide practical support to navigate compliance under the NDIS Quality and Safeguards Commission as well as registration documents, business models, understanding pricing guides, and other assistance as needed.
- Advocate for systemic change as required, in response to issues relating to NDIS and aged care processes, service delivery and availability, participant access, and participant packages.
- Continue to promote the NDIS Aboriginal and Torres Strait Islander Communications initiative.
- Work with NACCHO and WA ACCHS to develop, translate, distribute and promote regional and local NDIS and aged care materials and resources.
- Undertake a mapping exercise identifying which ACCHS are delivering aged care, and/or are interested in delivering aged care services and identify service gaps and partnerships in place.

- Collect data and identify what integrated care models are working well for the purpose of sharing lessons learned with other ACCHS.
- Prepare progress reports for funding bodies.

Quality Management System

- 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.

General

- 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 *Work Health and Safety Act 2020* (WA).
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.

Position Performance Indicators

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

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

Key Result Area	Key Performance Indicators
Advocacy and Engagement	<ul style="list-style-type: none"> • Number of ACCHS engaged with to provide NDIS and aged care support. • Number of episodes of engagement (inclusive of site-visits, meetings and telephone calls to identify needs, lessons learnt and success stories) with WA ACCHS to support integrated care and/or aged care services. • Delivery of culturally appropriate NDIS and/or aged care resources to Aboriginal communities across the regions.

	<ul style="list-style-type: none"> • Completion of a gap analysis of NDIS and aged care delivery status and/or interest.
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.

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.

Qualifications, Skills, Experience and Knowledge

Essential

- Sound knowledge and understanding of the aged care sector and ideally the National Disability Insurance Scheme (NDIS).
- Demonstrated experience in the management and delivery of special projects, including the achievement of outcomes and preparation of reports, in a timely manner.
- Highly developed interpersonal skills, including the ability to proactively engage with stakeholders and sustain effective relationships.
- Strong written communication skills with the ability to draft correspondence, policy advice and submissions, procedural documents, and informational resources for a variety of audiences.
- Demonstrated ability to deliver outcomes while working autonomously and as a member of a team.
- Proven time management skills with the ability to effectively plan, organise and coordinate own workload.
- Ability to work in a respectful and professional manner, demonstrating discretion and confidentiality.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate sensitively and effectively 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.
- Knowledge and understanding of the Aboriginal Community Controlled Health Sector.

Practical Requirements

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty will 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 will also be required.

Acknowledgment and Acceptance by Appointed Employee

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

Employee Name:	
Signature:	
Date:	