

<b>Job Description</b>	<b>Clinical Practice Support Officer</b>
Work Group	Sector Development
Work Unit	Health Systems Improvement
Reports To	Health Systems Improvement Manager
Direct Reports	Nil
Award / Agreements	Common Law Contract of Employment NES Fair Work Conditions
Approved by CEO	Endorsed by CEO (Des Martin) 15/09/2016

## **1. MISSION STATEMENT**

To lead the development of Aboriginal health policy, to influence and monitor performance across the health sector, to advocate for and support community development and capacity building in Aboriginal communities, to support the continued development of Aboriginal Community Controlled Health Services and to build the workforce capacity to improve the health, social and emotional wellbeing of Aboriginal People in Western Australia. A key role of AHCWA is to support, advocate for and provide quality services to our member Aboriginal Community Controlled Health Services.

## **2. POSITION PURPOSE**

The Clinical Practice Support Officer is accountable to the Health Systems Improvement Manager and is responsible for providing support to improve the clinical practices of all member Aboriginal Community Controlled Health Services (ACCHS) by promoting continuous quality improvement.

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 & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

## **3. KEY CLIENT AND STAKEHOLDER RELATIONSHIPS**

### **EXTERNAL**

- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### **INTERNAL**

- Maintains close working relationships with other officers and team members of the Aboriginal Health Council of Western Australia.
- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.

#### 4. RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
<ul style="list-style-type: none"> <li>– IMPROVE CLINICAL PROCESSES</li> <li>– FACILITATE DEVELOPMENT OF A CULTURE OF CONTINUOUS QUALITY IMPROVEMENT</li> </ul>	<p>The scope of this position will include, but is not limited to:</p> <ul style="list-style-type: none"> <li>– Provide support for Member Services to imbed continuous quality improvement frameworks and processes</li> <li>– Provide support and guidance in developing and maintaining continuous quality improvement initiatives</li> <li>– Provide routine use of information solving, implementation of best practice, and feedback of relevant information to Members, employees and communities</li> <li>– Support Member Services, where necessary, in the development and maintenance of clinical and organisational policies and procedures to meet best practice standards</li> <li>– Support Members in the maintenance of clinical accreditation of Member Service clinic (where applicable)</li> <li>– Ensure Member Services have effective patient information and recall systems (PIRS) in place</li> <li>– Assist Member Services with ongoing training and professional development for staff providing project reports and updates as required, including drafting briefing reports related to the program</li> <li>– Establish and support a Statewide Clinical Coordinators Support Network</li> <li>– Support Member Services to understand and implement a range of measures under the Indigenous Chronic Disease package (in conjunction with the IHPO &amp; HSIU Team Members)</li> <li>– Support Member Services to appropriately access the benefits and incentives under the Medicare Benefit Schedule and the Pharmaceutical Benefits Scheme (in conjunction with the IHPO &amp; HSIU Team Members)</li> </ul>

OTHER	<ul style="list-style-type: none"> <li>– Participate in continuous quality improvement activities and applies quality improvement principles to all duties performed.</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>– Identify and assist to reduce Work Health &amp; Safety hazards and risks.</li> <li>– Follow the reasonable direction of Work Health &amp; Safety representatives.</li> <li>– Contribute to the achievement of the objectives of AHCWA by providing a positive work environment.</li> <li>– Participate and comply with all Work Health &amp; Safety responsibilities as per the <i>Occupational Health and Safety Act (WA) 1984</i></li> </ul>
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## 5. 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 clinical qualification ie. Aboriginal Health Worker or Registered Nurse
- Demonstrated primary health care clinical management experience in the Not for Profit, Community and/or Health Sector
- Demonstrated knowledge and application of clinical quality improvement in primary health care
- Demonstrated knowledge of Aboriginal Community Controlled Health Services (ACCHS) and the service delivery issues facing these organisations
- Understanding of the social determinants affecting Aboriginal peoples' health status

- Highly developed 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 details and meet deadlines
- Well-developed ability to undertake research and to prepare, collate and organise data

**PRACTICAL REQUIREMENTS:**

- Possession of a current driver's licence and willingness to drive is essential
- Willingness to 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

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

Name:	
Signature:	
Date:	