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| **POSITION DESCRIPTION – TELEHEALTH COORDINATOR** | | | |
| **Reports to:** | Senior Medical Officer | **Date Approved:** | 7 July 2021 |
| **Award:** | Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 | **Classification:** | Aboriginal Health Worker Grade 4, Level 1 |

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| **ORGANISATIONAL CONTEXT** |
| The Broome Regional Aboriginal Medical Service (**BRAMS**) is an Aboriginal Community Controlled Health Service which has been caring for the Broome community for more than 40 years. When we first opened our doors in 1978, BRAMS was the first remote Aboriginal Medical Service in Western Australia.  BRAMS provides comprehensive, holistic and culturally responsive primary health care, social and emotional wellbeing services, and NDIS support to Aboriginal people living in Broome. BRAMS delivers more than 40,000 of occasions of service each year. BRAMS delivers services in accordance with our Model of Care.  BRAMS has an experienced team of health professionals, including Aboriginal Health Workers and Practitioners, GPs, Nurses, Psychologists, Social and Emotional Wellbeing Counsellors, NDIS support workers, and Public Health Officers who work together to improve health outcomes in the local community.  **Our Vision**  Healthy People – Strong Community – Bright Future  **Our Mission**  Provide holistic and culturally responsive health and wellbeing services for Aboriginal and Torres Strait Islander People. That means making our Mob healthy.  **Our Guiding Values**  **Respect:** Treat one another and others with respect.  **Integrity:** Be truthful, honest and ethical in our dealing with one another and others.  **Accountability:** Take responsibility for what we do and the decisions we make.  **Quality:** Provide high quality services that meet the expectations of our clients and the community. |

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| **ROLE PURPOSE** |
| This position is responsible for the operation and coordination of BRAMS Telehealth Project. This service provides telehealth sessions by specialists through videoconferencing to BRAMS patients.  The Telehealth Coordinator will work closely with the Senior Medical Officer to coordinate all aspects of the Telehealth project operations ensuring the service is safe, effective and efficient. This includes communication with specialists, maintaining up to date knowledge and information about MBS billings, the service and Telehealth. |

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| **KEY RESPONSIBILITES** | **MAIN DUTIES** |
| **Service Coordination**  Ensures that Telehealth services are appropriately coordinated and managed in accordance with BRAMS Telehealth Strategy. | * Coordinate the scheduling of Telehealth specialist appointments with specialists and patients. * Ensures Telehealth services are patient centred and are consistent across the organisation. * Participate in the Telehealth consultation, ensuring consultation and follow up items are documented in the patients’ medical records on MMEx. * Write clear and succinct clinical notes and provide timely feedback to the clinical team. * Meet regularly with the clinical team to ensure referrals and upcoming appointments are discussed. * Arrange pre-telehealth requirements such as observations blood results, radiology and other required documentation. * Work with administrative services and specialists in regional centres to coordinate appointments. * Support clients and families with information, resources and advice in response to specific requests and/or identified need. * Maintain knowledge of BRAMS Telehealth resources and guidelines and ensure that staff and specialists are orientated to these. * Maintain MBS Billings for the Telehealth project. * Lead the development of key metrics to track and report clinical outcomes. |
| **Compliance**  Contribute to the Telehealth Activity Workplan in conjunction with the Senior Medical Officer. | * Contribute to monitoring and reporting on the activity of the Telehealth project. * Coordinate the Telehealth Working Group Meetings. * Adhere to relevant legislation, mandatory reporting requirements, policies and procedures. |
| **Administration**  Maintain records in accordance with organisational policies. | * Maintain secure and accurate client information on the MMEX system. * Actively participate in Continuous Improvement activities, including data collection and cleansing. * Adherence to the BRAMS IAHP annual work plan that includes Key Performance Indicators. * Ensure respectful and active participation in team meetings, staff meeting and community activities as practicable. * Adhere to all BRAMS policies and procedures as appropriate to the role. * Foster and promote a collaborative team environment within the workplace. |
| **Stakeholder Engagement**  Maintain and establish networks with specialists. | * Works with internal and external stakeholders to progress the development of the Telehealth Project. * Promote BRAMS services to other organisations and service providers to effective referral pathways. |
| **Quality Management System**  Contribute to effective team performance which ensures BRAMS continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards. | * Comply with and contribute to continuous improvement of all BRAMS policies, procedures and processes. * Contribute to achieving BRAMS Quality Objectives. * Participate in internal and external audits. * Utilise BRAMS’ QMS System (LOGIQC) to its full capacity. |
| Occupational Health & Safety  Safe workplaces and environments are provided and maintained for Staff, Clients and external stakeholders. | * A positive workplace culture free of bullying, harassment and discrimination is promoted. * All reasonable and practical steps to ensure the safety, health and welfare of all staff and clients in accordance with legislation and policies are taken. * Immediate intervention occurs wherever unsafe work practices are observed. |
| Aboriginal Ways of Working  Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities. | * Aboriginal clients, staff and communities are supported in a way which protects and respects their cultures. |
| The duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role. BRAMS reserves the right to vary the Position Description. | |

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| **KEY RELATIONSHIP/REPORTING LINES** |
| **Accountability**  The Telehealth Coordinator is accountable to the Senior Medical Officer.  **Direct Reports**  The position does not have direct reports.  **General Relationships**  Build effective relationships across the organisation, community groups and Aboriginal communities. |

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| **EMPLOYMENT SCREENING** |
| Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with BRAMS Employment Screening Policy. The following checks will be required for this role:   |  |  |  |  | | --- | --- | --- | --- | |  | National Police Check |  | Pre-Employment Medical Assessment | |  | Working with Children Check |  | National Disability Insurance Service Check | |  | AHPRA Verification Check |  | Drivers Licence Verification Check | |  | Passenger Transport Driver Check |  |  | |

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| **WORKFORCE CAPABILITY FRAMEWORK** |
| BRAMS is operating in a rapidly changing environment which requires our workforce to build capabilities and quality to enable - and drive - sector reforms, particularly the Closing the Gap initiative.  For staff to successfully operate according to BRAMS’ Model of Care, they must deliver on six main components of work. That is, to perform optimally, BRAMS staff must:   * Understand the Aboriginal Medical Service context; * Understand our consumers and their needs; * Be focused on solutions; * Deliver quality services; * Manage self; * Undertake training and education relevant to their job role.   These stages of work can be thought of as ‘domains’, and are intended to be consistent with BRAMS’ Model of Care. Each domain comprises several capabilities that enable BRAMS staff to achieve the objectives of that stage of work. These domains and capabilities combine to form the capability framework for BRAMS. |

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| **BRAMS MODEL OF CARE** |
| The Model of Care sets the parameters by which BRAMS aims to deliver consistent, comprehensive, holistic, high-quality, and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome.  It aligns with, and incorporates, the Aboriginal Health Council of Western Australia (AHCWA) Aboriginal Community Controlled Health Services’ Model of Care, and acknowledges the importance of providing timely, accessible, affordable, and appropriate health care for Aboriginal people and communities.  Care needs to be strongly connected to country and cultural heritage, and must recognise the integral role that family and community play in the overall physical, mental and spiritual wellbeing of an individual. |

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| **SELECTION CRITERIA** |
| *Candidates for the position of Telehealth Coordinator must address the following selection criteria:*  Essential Criteria   * Is of Aboriginal decent; self identifies and is accepted as an Aboriginal person by the local community. * Previous experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service. * Hold current National Registration as an Aboriginal and Torres Strait Islander Health Practitioner with the Australian Health Practitioner Agency (AHPRA) or current AHPRA Enrolled Nurse Registration or current AHPRA Registered Nurse Registration. * Ability to demonstrate good clinical skills. * Demonstrated understanding and commitment to Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control. * Demonstrated ability to practice independently in providing health services, within own area of competence and professional knowledge base. * Must hold and maintain a current Australian issued Driver’s Licence.   Desirable   * Previous experience working in an Aboriginal Medical Service. |

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| **ROLE ACCEPTANCE** | |
| I have read and understood the responsibilities associated with this role the organisational context and the values of BRAMS as outlined within this document. | |
| **Employee Signature:** | **Date:** |