



Puntukurnu Aboriginal Medical Service

Job Description Form (JDF)

Position Title:	Outreach Worker – Integrated Team Care
Reporting To:	Clinical Manager - Newman Clinic
Award:	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification:	Administrative Grade 3
Hours:	1.0 FTE 75 Hours per Fortnight
Direct Reports:	Nil
Effective Date :	26 May 2022
Review Date:	26 May 2023

Position Overview

The Outreach Worker reports to and is directly accountable to the Clinical Manager – Newman Clinic; Working closely with the Care Coordinator – ITC, the Outreach Worker contributes to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through:

- Facilitating access to care coordination, multidisciplinary care, and support for self-management; and
- Improving access to culturally appropriate and mainstream primary care services (including but not limited to general practice, allied health and specialists) for Aboriginal and Torres Strait Islander people.

Position Responsibilities

A. General Duties:

- Establish links with local communities to promote the importance of improving health outcomes, encourage, and support the increased use of health services; this includes Medicare Billing Systems (MBS) Health Assessments for Aboriginal and Torres Strait Islander people, and MBS care planning and follow-up items;
- Assist the Care Coordinator (ITC) to identify barriers to health services for Aboriginal and Torres Strait Islander people;
- Provide assistance to identified Aboriginal and Torres Strait Islander people to access services and attend appointments (including GP care planning, follow-up care, specialist services and community pharmacies);

- Provide feedback to the Primary Health Network regarding barriers to health services for Aboriginal and Torres Strait Islander people, and, in conjunction with the Care Coordinator, work to implement solutions;
- Assist both community members and staff with the preparation of health related documents as required;
- Fax, scan, and file documents as required;
- Ensure all relevant medical documents are scanned into the electronic patient record system (Communicare); and
- Manage client files by maintaining confidentiality in all aspects of record keeping and record all data on clients as required by PAMS.

B. Program Responsibilities:

In collaboration with the Care Coordinator – ITC:

- Assist Aboriginal and Torres Strait Islander people to travel to and from appointments;
- Encourage and assist Aboriginal and Torres Strait Islander people to:
Attend appointments with referred specialist services and Care Coordinators, as necessary;
 - i. Attend appointments for relevant diagnostic tests and /or referrals to other primary health care providers (including allied health);
 - ii. Collect prescribed medications from the pharmacist;
 - iii. Return for follow up appointments with their GP and/or practice nurse; and
 - iv. Fill out forms and understand instructions from reception staff.
 - v. Encouraging Aboriginal and Torres Strait Islander people to:
 - vi. Identify their Aboriginal and/ or Torres Strait Islander status; and
 - vii. Register for a Medicare card.
- Distribute information/resources to local communities about services that are available to/for them, and encouraging them to use primary health care services in their region;
- Encouraging and helping Aboriginal and Torres Strait Islander people to attend appointments with GPs, including for Aboriginal and Torres Strait Islander Health Assessments and care planning;
- Providing support for outreach/visiting health professionals where required;
- Distributing information to Aboriginal and Torres Strait Islander people about how to access available services (e.g. care coordination, PBS co-payment).

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.

General Responsibilities

1. Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values;
2. Comply with all organisational policies and procedures;
3. Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture;
4. Attend and participate in professional development activities including workshops and training as required;
5. Actively participate in continual quality improvement and the organisation's quality management system;

6. Comply with all applicable legislation including duty of care laws, professional standards, anti-discrimination, bullying and sexual harassment legislation;
7. Attend and participate in Employee Development Days;
8. Participate and comply with all Work Health & Safety responsibilities as per the *Work Safety and Health Act 2020* (WA);
9. Identify and assist to reduce Work Health & Safety hazards and risks; and
10. Follow the reasonable direction of Work Health & Safety representatives.

SELECTION CRITERIA

ESSENTIAL:

- Aboriginality is an essential criterion and is provided for in accordance with section 50(d) of the Equal Opportunity Act 1984 (WA);
- Knowledge and understanding of the Aboriginal Community Controlled Health Sector;
- Demonstrated understanding of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items, including Health Assessments for Aboriginal and Torres Strait Islander people;
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures, values and beliefs, and an understanding of health issues impacting on Aboriginal people in Western Australia;
- Sound oral and written communication skills;
- Ability to work at a satisfactory level unsupervised with limited supervision as well as within a team environment;
- Demonstrated knowledge and experience in the use of computerised systems with experience in patient information management and recall system preferred;
- Demonstrated ability to liaise, network and build relationships with a sectors of the health industry i.e. Hospitals, visiting specialists, clinical staff
- Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

DESIRABLE:

- Previous experience working within an Aboriginal Community Controlled Health service environment;
- Previous experience with care coordination and provision of supplementary services for eligible Aboriginal and Torres Strait Islander people with chronic disease;
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders; and
- Previous experience utilising an electronic patient information system (e.g. Communicare).

APPOINTMENT FACTORS

Location: Based in Newman	Accommodation: Nil
Allowances/Conditions: Employment is conditional pending the outcome of: a) Federal Police Clearance b) WA Working With Children Check c) Where required comply with legislative checks Unencumbered 'C' class Manual Driver's Licence; Evidence of COVID 19 Vaccination	Specialised Equipment Operated: Ability and willingness to drive 4WD vehicles

ACKNOWLEDGEMENT

As occupant of the position I have noted the statement of duties and responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date