



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Coordinator, Health Services (<i>Identified</i>)
Classification:	Administrative Grade 6 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$92,754.19 - \$97,814.15
Location:	Cairns
Reporting Relationship:	Practice Manager

About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

Our Strategic Priorities



POSITION DESCRIPTION

Our Values and Behaviours



The role:

The Coordinator, Health Services will have operational responsibility for the coordination of primary health care clinical services and program areas. This position will provide leadership to clinical staff including Aboriginal and Torres Strait Islander Health Workers, Registered Nurses, General Practitioners in the delivery and evaluation of the effectiveness of primary health care initiatives, aimed at improving the health outcomes for Aboriginal and Torres Strait Islander peoples.

The position will have responsibility for operational coordination of staffing and resources (financial and material) in the delivery of primary health care. This position will operate with broad direction from the Practice Manager, Health Services

Key Responsibilities include:

1. Coordinate the day-to-day client flow throughout the allocated service area ensuring that the focus is on meeting the health and wellbeing needs of clients; including delivery of specialist clinics.
2. Monitor the Communicare appointment book and work collaboratively with Clinical and Administrative staff to ensure that clinical and non-clinical services for clients are coordinated in a timely manner.

POSITION DESCRIPTION

3. Assist clinical staff to identify and support clients who may be demonstrating signs of discomfort and/or distress.
4. Provide direct clinical care to clients within a comprehensive primary health care context including: screening, treating and assisting with the diagnosis of health conditions and medical emergencies, or referring to a Registered Nurse or Medical Officer.
5. Develop effective internal and external working relationships to ensure effective outcomes for clients, including developing appropriate networks and partnerships.
6. Use recall notifications to coordinate weekly operational clinical meetings and case conferences to effectively coordinate service delivery with a focus on continuity of client care of hospital services, specialist services and home visits.
7. Participate in the recruitment of clinical staff and when required provide mentoring and support for staff to ensure the team is developed and trained to carry out their duties, including provision of appropriate supervision and implementation of performance reviews.
8. Monitor clinical aspects of work conducted by Health Workers and provide support for training and development in all aspects of Health Worker practice
9. Provide advanced-level clinical advice and leadership in the nominated primary health care clinic.
10. Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities.
11. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
12. Work within Wuchopperen's Policies and Procedures including the Staff Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
13. Other duties as required, within your skills, experience and capacity.

Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to be the most critical for success in this role.

For applicants to be successful in this role, they should demonstrate:

1. Demonstrated knowledge of comprehensive primary health care in an Aboriginal and Torres Strait Islander community controlled health setting, including a Certificate IV or higher qualification in Aboriginal and Torres Strait Islander Primary Health Care (Practice) or Diploma in Business Management. Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) if employed as Aboriginal & Torres Strait Islander Health Practitioner.
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.

POSITION DESCRIPTION

3. Demonstrated ability to coordinate and provide guidance to team members, including supervision and performance reviews, in the delivery of clinical and non-clinical services to clients.
4. Extensively developed interpersonal and communication skills including the ability liaise with a range of stakeholders as well as effectively advocate for Aboriginal and Torres Strait Islander people.
5. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.
6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.
7. Demonstrated knowledge and experience in the administration of organisational policies and procedures, together with the capacity to coordinate staffing and other resources in the delivery of primary health care.

Other Requirements

- Certificate IV or higher in Aboriginal and/or Torres Strait Islander Primary Health Care Practice and at least three (3) years of clinical practice experience combined with educational qualifications.
- Or Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Management and at least six (6) years of clinical practice experience combined with the educational qualifications.
- Or relevant Diploma in Business Management or higher qualification and at least three years leadership experience in a similar role.
- The Coordinator, Health Services **must** have current registration with the Australian Health Practitioners Regulation Agency and preferably with Immunisation Endorsement if employed as a Aboriginal & Torres Strait Islander Health Practitioner.
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B
- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of two vaccinations must be provided before employment is confirmed.
- The Coordinator, Health Services is an **Identified** position. It is a genuine occupational requirement that an **Identified** position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander

POSITION DESCRIPTION

person.

- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.
- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential.
- Possession of a current Queensland "CA" class driver's licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting **cover letter** of no more than two pages, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Evidence of at least two Covid-19 vaccinations (ie. Immunisation History Statement).
- Identified referees with application

Additional information:

- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to recruitment@wuchopperen.org.au