



Approval Date	15/06/2016	Review Date	14/06/2019
Responsible Manager	Executive Manager, Corporate Services		

NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Aboriginal Health Worker	Health Services Level 3
PROGRAM:	SECTION:
Primary Care Services (PCS)	
TENURE/STATUS:*	LOCATION (if other than Wakefield Street Adelaide):
Full time, ongoing, subject to funding	PCS sites and outreach as required
POSITION REPORTS TO:	WORKS CLOSELY WITH:
Clinical Services Coordinator	Primary Care Services and BSSU staff and visiting health professionals

It is a genuine occupational requirement for the occupant of this position to be an Aboriginal person and accordingly, the discrimination on the ground of race in relation to employment or engagement is exempted, per subsection 56(2) of the Equal Opportunity Act (SA) 1984.

1. PURPOSE STATEMENT

Nunkuwarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status. The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

Primary Care Services provides comprehensive primary health care to the Aboriginal community. The multi-disciplinary team consists of Aboriginal Health Workers and Practitioners, Enrolled and Registered Nurses, and General Practitioners and Registrars, together with a Dental Program, Clinical Services Officer and Clinical Administration Officer. The PCS team liaises and works closely with the Women, Children and Family Health Program, the Social and Emotional Wellbeing Program and the Community Health Promotion and Education Program to ensure a high standard of holistic, integrated and coordinated client care. Primary Care Services are augmented by a range of visiting medical specialists and allied health professionals.

Working under the direction and supervision of the Clinical Services Coordinator (RN3), the Aboriginal Health Worker is required to:

- Work collaboratively with Primary Care Services staff and other members of Health Services teams to provide best practice client care
- Contribute to PCS staff cultural understanding (verbal and written as required)
- Liaise with and broker services between clients and internal and external stakeholders as necessary
- Provide advice and services to clients on health issues
- Perform tasks of a sensitive nature including the provision of health information requiring the exercise of judgement, initiative and confidentiality.
- Maintain a positive and harmonious working relationship with others and contribute to organisational activities and goals
- Participate in personal and professional development activities
- Ensure compliance with a range of administrative practices which support Primary Care Services and Nunkuwarrin Yunti as an Organisation, including accreditation

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2. KEY RESPONSIBILITIES/DUTIES

(Identify the significant services of work, which are the key outputs of the position)

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Provide Direct Client Care	<ul style="list-style-type: none"> • Provides client services in line with agreed best practice guidelines and service protocols • Undertake client assessments and follow up care, care plans and referrals from other members of the multi-disciplinary team • Promote the importance and benefits of general preventative health assessments and immunisation and ensures access to these services • Provide health education and brief intervention counselling to improve the health outcomes for individual clients Support arrangement of client access to services, appointments and follow up of services provided outside of the practice team • Support allied health and specialist clinics to ensure timely access to these services • Participate in multidisciplinary case conferences and care reviews • Liaise and advocate with external agencies for client access to services and follow-up of care
Quality and Safety of Client Care	<ul style="list-style-type: none"> • Participate in health promotion and community engagement activities as directed • Provide education and information on healthy lifestyle and management of chronic conditions • Work collaboratively with other members of PCS to ensure high quality, safe care and smooth running of clinic processes • Model behaviours and attitudes that are culturally sensitive in all interactions with staff/clients/stakeholders • Comply with established protocols and procedures • Contribute to the review, evaluation and reporting of existing practices and client care processes and actively participate in continuous improvement activities
Team & Organisational Activities	<ul style="list-style-type: none"> • Maintain a professional, positive and harmonious working relationship with others and participate in working groups and activities • Actively and constructively participate in team planning activities and meetings • Contribute to the development and implementation of service policies and procedures as requested • Develop and maintain effective internal and external networks in a professional manner • Actively deal with conflict and inappropriate behaviour appropriately and effectively, to support the maintenance of a positive team environment • Promote and present a positive image of Nunkuurrin Yunti to other staff, clients and the community in general
Professional Development	<ul style="list-style-type: none"> • Practice in accordance with relevant professional standards and practice legislation which upholds client rights derived from that legislation

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	<ul style="list-style-type: none"> • Accept professional responsibility and accountability for all actions and decision making within scope of practice, including activities delegated to others and the guidance and development of less experienced staff • Actively participate in workplace practice supervision and other meetings as required, such as reflective practice, and multi-disciplinary debriefings • Attend professional development training courses and activities to maintain and update clinical knowledge and skills as appropriate • Participate in regular performance development reviews
Administrative Activities	<ul style="list-style-type: none"> • Maintain timely and accurate documentation consistent with professional standards and organisational systems and processes • Ensure secure management of client data, client files and organisational data and files is compliant with privacy policies and legislation

3. SELECTION CRITERIA

ESSENTIAL – includes qualifications, skills, experience and knowledge

- Minimum qualification Certificate IV in Aboriginal Primary Health Care (Practice)
- Minimum of two years of demonstrated vocational experience in the relevant health field consistent with the position's role and responsibilities
- Knowledge of existing social / health issues within the Aboriginal and Torres Strait Islander communities
- Knowledge of traditional and non-traditional Aboriginal culture, social behaviour and aspirations of Aboriginal people
- Experience using computer software, especially Patient Information Recall Systems and other databases
- Well-developed clinical skills and a sound knowledge of best practice approaches to comprehensive primary health care
- Organisational skills, self-confidence and the ability to work independently and autonomously, assess priorities, organise workload and meet deadlines
- Ability to resolve conflict, solve problems and negotiate outcomes
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people, organisational staff, and other providers
- Ability to communicate effectively both written and verbally, with a wide range of people from Aboriginal communities, government and other agencies, committees and other bodies
- Knowledge of and demonstrated commitment to workplace diversity, workplace participation, Work Health and Safety

DESIRABLE

- Experience working within an Aboriginal Community Controlled Health Service or Primary Health Care setting
- Experience using the Communicare patient recall information system
- Experience in continuous quality improvement activities including clinical file auditing

4. APPOINTMENT CONDITIONS

Special Conditions and Status

- Full time position, 38 hours per week
- Some out of hours work may be required
- Some intrastate travel may be required
- Appointment is subject to a satisfactory National Police Clearance Certificate
- Current SA Driver's Licence and willing to drive in the course of work activities
- Unless filled internally, subject to 6 months satisfactory probationary period
- Salary Sacrifice, Superannuation Employer contribution
- Conditions of employment are in accordance with Nunkuwarrin Yunti of South Australia's Enterprise Agreement

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined Work Health and Safety legislation, and Nunkuwarrin Yunti's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

7. RESPONSIBILITY STATEMENT

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

8. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

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

Name

Signature

Date

Job and Person Description Approval

Date approved: 6/19/2018

PROGRAM MANAGER Name: Michelle Kealy Signature: <i>Michelle Kealy</i>	CHIEF EXECUTIVE OFFICER Name: Vicki Anne Holmes Signature: <i>Holmes</i>
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