



Position Description	
<b>Position Title:</b>	IFL-263 ATSI Health Worker
<b>Reports To:</b>	Coordinator
<b>Direct Reports:</b>	Nil
<b>Award &amp; Classification:</b>	Aboriginal Community Controlled Services Award 2010 (level)

Position Purpose
<p>Contribute to the delivery of Primary Health Care services to the indigenous community, through the development, implementation and evaluation of program resources and strategies to meet the needs of the Indigenous community, liaison with relevant community groups, health professionals, organisation and agencies. The primary purpose for the positions will have an emphasis on comprehensive Primary Health Care. Travelling throughout the geographic service area of Mamu Health Service Limited may be a requirement of this position.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>

Specific Duties	Success Indicators
<p>Clinical</p> <ul style="list-style-type: none"> <li>Assist in the provision of comprehensive primary health care services, with an emphasis on providing culturally appropriate care to Aboriginal and Torres Strait Islander people</li> <li>Assist primary health care services to maximise Medicare billings to meet financial targets</li> <li>Participate in education, health awareness, promotion, prevention, early intervention and treatment activities</li> <li>Perform clinical duties in all areas of the health service; this includes the general clinic, and community based programs</li> <li>Work in a way that is appropriate to gender sensitivities operating in the Aboriginal community</li> <li>Comply with legislation, policies, procedures and protocols to achieve and maintain evidence based and effective practice in primary health care with a focus on promotion, prevention and early identification</li> <li>Develop and maintain working relationships with service providers to enable shared case management, referral pathways and ongoing support for clients after exiting the Service</li> <li>Develop and maintain knowledge of services, activities and culturally appropriate resources</li> </ul>	<p><b>Services provided are of high quality and meet the needs of clients, evidenced by client survey results</b></p> <p><b>Medicare billing targets are met or exceeded</b></p> <p><b>Clients are provided with culturally appropriate early intervention, prevention and treatment health education</b></p> <p><b>Assigned clinical duties are conducted in a professional and timely manner, ensuring all tasks comply with legislation, policies, procedures and protocols</b></p> <p><b>Demonstrates understanding of MHS services and programs and is confident in providing information to clients</b></p> <p><b>Number of clients attending clinics</b></p> <ul style="list-style-type: none"> <li>Aboriginal clients</li> <li>Torres Strait Islander clients</li> <li>Non-Indigenous clients</li> </ul> <p><b>National Key Performance Indicators as per funding agreement are met or exceeded</b></p> <p><b>Clinic Action/Staff Work Plan Key Performance Indicators are met or exceeded</b></p>
<p>Health Promotions and Community Engagement</p> <ul style="list-style-type: none"> <li>Support the planning, implementation and evaluation of group activities</li> <li>Promote the Service locally through community</li> </ul>	<p><b>Works collaboratively across the organisation to participate in the planning and implementation of health promotions in the community</b></p>



<p>engagement activities and promotional activities</p> <ul style="list-style-type: none"> <li>• Provide and support health promotion programs through local networks</li> <li>• Comply with legislation, policies, procedures and protocols to achieve and maintain evidence based and effective practice in primary health care with a focus on promotion, prevention and early identification</li> </ul>	<p><b>Number of people attending health promotions and community events:</b></p> <ul style="list-style-type: none"> <li>• <b>Aboriginal clients</b></li> <li>• <b>Torres Strait Islander clients</b></li> <li>• <b>Non-Indigenous clients</b></li> </ul> <p><b>Services provided are of high quality and meet the needs of clients, evidenced by client survey results</b></p>
<p>Administration</p> <ul style="list-style-type: none"> <li>• Assist in maintaining the PIRS (Communicare) in accordance with the organisational requirements and client records</li> <li>• Prepare written monthly reports as required</li> <li>• Maintain and provide relevant information and data for the development of submissions to governments for the development of programs</li> <li>• Ensure the accurate collecting and recording of patient demographics</li> <li>• Maintain accurate recording of client records and case notes</li> <li>• Provide information and culturally appropriate resources to stakeholders</li> <li>• Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities</li> </ul>	<p><b>Accurate and current client information (including current case notes, statistics, other client records and files) maintained on the Patient Information Recall System Communicare</b></p> <p><b>Accurately completes paperwork and assigned duties in a timely manner</b></p>

<b>General Duties</b>
<ul style="list-style-type: none"> <li>• Maintain a friendly and approachable attitude towards clients and staff</li> <li>• Develop and maintain effective relationships with other Aboriginal medical services in the region, key external stakeholders and service providers</li> <li>• Maintain clean and professional appearance</li> <li>• Respect all equipment and property and use with care to avoid unnecessary damage</li> <li>• Attend meetings, internal and external training to further develop and maintain skills, as required</li> <li>• Develop and maintain good working relationships with colleagues and clients to achieve a strong team philosophy within the organisation</li> <li>• Work collaboratively to exceed client expectations</li> <li>• Keep work areas tidy and clean</li> <li>• Participate in community events (weekends and after hours) when required</li> <li>• Support health promotion programs and the planning, implementation and evaluation of group activities</li> <li>• Contribute as required to maintenance of AGPAL and ISO:9001 accreditation status and reaccreditation process, where required</li> <li>• Other ad hoc duties, as required</li> <li>• Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> <li>○ Equal opportunity and anti-discrimination legislation and requirements</li> <li>○ Workplace Health and Safety (WHS) legislation and requirements</li> <li>○ Legal requirements</li> <li>○ Confidentiality agreement and client confidentiality</li> <li>○ Code of conduct</li> </ul> </li> </ul>



**Qualifications & Experience**

- Certificate Level III or IV in Aboriginal and Torres Strait Islander Primary Health Care or relevant qualification as well as the ability to register with the Australian Health Practitioners Regulation Agency \*(if Certificate III level, must have a minimum of twelve (12) months experience before applying for Certificate IV
- Current QLD Drivers license
- Current First Aid Certificate or ability to obtain one
- Current Working with Children Check “Blue Card” or ability to obtain one
- Previous health services experience an advantage

**Knowledge, Skills and Personal Attributes**

- High level skills in managing time, setting priorities, planning and organising own work to achieve specific tasks and set objectives efficiently and effectively within set timeframe
- Good computer skills including proficiency with Word, Excel and Outlook
- Accuracy and attention to detail
- Displays high standard of customer service
- Demonstrated ability to respond sensitively, appropriately and confidentially to the needs of Aboriginal and Torres Strait Islander men and women with respect to health and wellbeing issues
- Ability to work in any location within Mamu Health Service’s service area when required
- Ability to comprehensively understand and abide by Mamu Health Service’s policies and procedures
- Ability to achieve and adhere to deadlines
- Well presented, enthusiastic, positive attitude, strong work ethic and willingness to learn
- Excellent interpersonal and communication skills with demonstrated ability to effectively communicate with Aboriginal and Torres Strait Islander and non- Aboriginal and Torres Strait Islander people
- A flexible approach to work with willingness and ability to demonstrate initiative and accept responsibility
- Exceptional teamwork skills and ability to work with minimal/no supervision
- Ability to follow directions

<b>Approved by:</b>		<b>Date:</b>	
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I have read the above Position Description and understand and accept the role requirements for the position of ATSI Health Worker.

<b>Incumbent Signature:</b>		<b>Date:</b>	
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*Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*