**POSITION DESCRIPTION **

**INTEGRATED TEAM CARE REFERRALS OFFICER**

|  |  |
| --- | --- |
| **Reports to:** | Integrated Team Care Coordinator |
| **Direct Reports:** | Nil |
| **Award:** | Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Services Award [MA000115] |
| **Salary:** | TBA |

**POSITION PURPOSE**

Working in collaboration with Mamu Health Service Limited clinical team and external service providers, provide best practice coordinated care to identified clients with chronic conditions to ensure access to services to assist in appropriate and timely management and integration of care.

**RESPONSIBILITIES**

* Utilise the Chronic Care Manual to coordinate culturally appropriate multi-disciplinary care as defined by chronic disease care plans
* In line with patient care plans, where required facilitate regular reviews by primary care provider
* Referrals - assist patients to access services such as specialist and primary health care and allied health appointments, in line with patient care plan
* Organise Regional Transport requirements for both ITC and MHSL clients
* Organise procurement of equipment/medical aids to assist patients to develop self-management skills and become more confident in living with their condition
* Ensure systematic support and follow up of chronic disease patients in accordance with patient care plan, and maintenance of relevant program data bases
* Involve the patient’s family or carer in their care as appropriate
* Liaise with chronic disease health workers in community to ensure appropriate coordination of care for chronic disease clients and minimise task duplication
* Assist the patient to develop chronic condition self-management skills
* Records management and maintenance systems, related to referrals and care pathways movements are maintained and up-to-date
* Ensure the accurate collection and recording of patient demographics in the patient information system and client records
* Analyse data to provide statistics and identify trends, and report regularly to managers
* Build and maintain relationships with partners and care providers, and with related community based services that provide support for daily living
* Assist the patient with adherence to treatment and medication compliance
* Contribute as required to maintenance of AGPAL Certification and ISO:9001 accreditation.
* Ensure Quality Assurance parameters is maintained at all times
* Use of Continual Improvement - LOGIQC

***Teamwork***

* Actively participate in compulsory staff meetings
* Contribute to process improvement and adhere to all Mamu Health Service Limited’s Policies and Procedures
* Participation in community events (weekends and after hours when required)
* Be able to work in any location within our service area when required.
* Develop and maintain effective working relationships with internal staff and key external stakeholders and other service providers in order to meet the patient’s needs.

***Health Promotion & Community Engagement***

* Develop and implement Health Education and Promotion campaigns to support the organizations objectives to address identified health and wellbeing community needs
* Oversee the coordination and promotion of scheduled events and organisational activities
* Work with the community to improve health literacy, including identification of trends in service delivery and associated health gaps within the community.
* Develop strong working relationships with Government departments, Local, Regional, State Agencies and National Aboriginal Community Controlled Health Service Industry and external stakeholders.
* Ensure that brand messages are consistent and in line with organizational objectives
* Provide advice on Health and Wellbeing promotional and education opportunities, media and community activities
* Assist in developing and distributing culturally appropriate resources
* Collaborate with MHSL teams to plan and organise health promotion events
* Analyse health promotion events and document improvements

**CONDITIONS OF EMPLOYMENT**

Employment is conditional upon the following:

* Vaccination or confirmed non-susceptibility to Vaccine Preventable Diseases (VPDs) during employment, including measles, mumps, Rubella (MMR), Varicella (chicken pox), Pertussis (whooping cough) and Covid-19.
* Vaccination or confirmed non-susceptibility to Hepatitis B. (Proof of vaccination or non-susceptibility is required for all employees who have direct contact with patients or who, in the course of their work, may be exposed to blood/bodily fluids or contaminated sharps)
* Current Qld drivers licence
* Proof of qualifications and current registration (where appropriate) claimed in a job application must be provided prior to commencement of employment.
* A current Criminal History Check (AFP) to be provided before commencement of employment
* Ability and willingness to travel to, and work at all Mamu Health Service Limited’s work location and service area when required.
* Current First Aid Certificate or ability to obtain
* Advanced Life Support and Cardiopulmonary resuscitation (CPR) certificate, or evidence of training.

**SELECTION CRITERIA**

* Health Worker/Registered Health Practitioner and ability to maintain registration with APHRA
* Demonstrated understanding of integrated and collaborative client care within a multidisciplinary team
* Proven experience working collaboratively with others to deliver or facilitate access to quality primary health care for clients
* Experience with indirect client care provision
* Experience working with Aboriginal and Torres Strait Islander populations
* Knowledge and understanding of health issues that impact on Aboriginal and Torres Strait Islander people in relation to chronic disease; and how this knowledge is applied in practice in a community-controlled organisation
* Operational knowledge and understanding of clinical practices (best practice) in relation to disease pathways/care plans
* A high level of computer literacy, including Microsoft Office suite, database management and patient information recall systems
* Well-developed communication, facilitation and negotiation skills within a multi-disciplinary team

|  |  |  |  |
| --- | --- | --- | --- |
| **Approved by:** |  | **Date:** |  |
| I have read the above Position Description and understand and accept the role requirements for the position of Integrated Team Care Referrals Officer | | | |
| **Incumbent Signature:** |  | **Date:** |  |
| Note: The information contained 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 position. | | | |