**POSITION DESCRIPTION**

**PRIMARY HEALTHCARE SUPPORT OFFICER**

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| **Reports to:** | Primary Healthcare Manager |
| **Direct Reports:** | Nil |
| **Award:** | ACCHS Award |
| **Salary:** | TBA |

**POSITION PURPOSE**

This position will work effectively alongside the Primary Healthcare Manager to support, assist in the planning development, implementation and evaluation of health promotion, education and awareness activities and to help build health literacy education into Mamu Health Service Limited’s model of comprehensive primary health care for Aboriginal & Torres Strait Islander people.

Travelling through the geographic service area of MHSL is a requirement of this position.

*To summarize, 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*

**KEY RESPONSIBILITIES**

As the Primary Healthcare Support Officer you will be responsible for:

1. Assisting the Primary Healthcare Manager in the daily operations and associated administrative processes to ensure optimal productivity and revenue.
2. Assist in the development and review of policies and procedures relevant to the Primary Healthcare Portfolio to ensure they are up to date and of a high standard.
3. Assist in the management of Continuous Quality Improvement activities, including RACGP and ISO: 9001 Certification
4. Assist in the development of complex and comprehensive reports and other formal documentation for the Primary Healthcare portfolio inclusive of Patient Information Records systems as requested
5. Participate in organisational and community activities to advance the health of Aboriginal and Torres Strait Islander people.
6. Other duties as required, within your skills, experience and capacity.
7. Prepare written reports as required utilizing various Information Communication Technology & Patient Information Records systems as requested
8. Accurately completes paperwork and assigned duties in a timely manner

**GENERAL DUTIES**

* Maintain a friendly and approachable attitude towards clients and staff
* Develop and maintain effective relationships with other Aboriginal medical services in the region, key external stakeholders and service providers
* Maintain clean and professional appearance
* Respect all equipment and property and use with care to avoid unnecessary damage
* Attend meetings, internal and external training to further develop and maintain skills, as required
* Develop and maintain good working relationships with colleagues and clients to achieve a strong team philosophy within the organisation
* Work collaboratively to exceed client expectations
* Keep work areas tidy and clean
* Participate in community events (weekends and after hours) when required
* Support health promotion programs and the planning, implementation and evaluation of group activities
* Contribute as required to maintenance of AGPAL and ISO:9001 accreditation status and reaccreditation process, where required
* Other ad hoc duties, as required
* Undertake the responsibilities of the position adhering to:
	+ Equal opportunity and anti-discrimination legislation and requirements
	+ Workplace Health and Safety (WHS) legislation and requirements
	+ Legal requirements
	+ Confidentiality agreement and client confidentiality
	+ Code of conduct
* Travelling throughout the geographic service area of Mamu Health Service Limited (MHSL) is a requirement of this position
* Previous health services experience within a community-controlled organisation is in an advantage

**QUALIFICATIONS & EXPERIENCE**

Qualifications in Certificate III Business Administration and or relevant Primary Health Care qualifications with a minimum of 3 years’ experience in an Aboriginal Community Controlled Health Service

**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 or the ability to obtain it from another state.
* Proof of qualifications and current registration (where appropriate) claimed in a job application must be provided prior to commencement of employment.
* It is a condition of employment that all employees are holders of a current and valid ‘blue card’ or Working with Children Check. Employment cannot continue where your ‘blue card’ is disqualified
* A Criminal History Check (AFP) will be conducted upon commencement of employment.
* Ability and willingness to travel to, and work at all Mamu Health Service Limited’s work location and geographic service area when required.
* Current First Aid Certificate.
* Under section 25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be of Aboriginal and or Torres Strait Islander Descent – proof of such may be a requirement

**SELECTION CRITERIA**

* High level skills in managing time, setting priorities, and planning and organizing own work to achieve specific tasks and set objectives efficiently and effectively within set timeframe
* Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures including an understanding of the issues that impact on the health and wellbeing of Aboriginal and Torres Strait Islander families and individuals
* Well-developed interpersonal and communication skills with demonstrated ability to effectively communicate with Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander people
* Ability to comprehensively understand and abide by Mamu Health Service Limited’s policies and procedures
* Ability to achieve and adhere to deadlines
* Well presented, enthusiastic, positive attitude, strong work ethic, and willingness to learn
* Ability to communicate tactfully and courteously with clients and the public
* A flexible approach to work with willingness and the ability to demonstrate initiative and accept responsibility
* Exceptional teamwork skills and the ability to work with minimal/no supervision
* Ability to follow directions

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| **Approved by:** |  | **Date:** |  |
| I have read the above Position Description and understand and accept the role requirements for the position of Primary Healthcare Support 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.* |