**POSITION DESCRIPTION**

**Aboriginal and/or Torres Strait Islander Health Worker Certificate III - Practice**

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| **Reports to:** | Clinic/ Program 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**

The Aboriginal and/or Torres Strait Islander Health Worker works within delegated model of care and will perform a range of duties in the delivery of primary health care services and community care. They will perform duties of a specific nature, or a range of duties designed to assist in the provision of health services in the professional, technical, clinical and administration work categories.

*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.*

**RESPONSIBILITIES**

A Generalist Health Worker will be able to:

* Provide a range of health functions of a clinical, preventative, rehabilitative or promotional

nature under the general direction of more senior employees;

* Work under supervision and direction, either individually or in a team or group using routine primary health care practices and procedures and established techniques or methods. Such tasks may include some of all of the following:
* Assisting in the provision of comprehensive primary health care and education of clients,

in conjunction with other members of the health care team;

* Under instruction, assisting in the provision of standard medical treatments in accordance with established medical protocols;
* Collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies;
* In line with policies and programs established by the health team, participate in educating and informing the community about preventative health measures; and
* Undertaking orientation and training programs as available
* Perform a range of additional tasks at a standard in accordance with the level of qualification held, to operate office and other equipment, which requires specific levels of skill, training and experience that are not subject to licensing and registration of other professions. Such services may include:
* First aid;
* Health education and promotion;
* Client support;
* Identification of health needs;
* Referral to other health professionals and other services
* Advice and information;
* Other activities as required to meet identified health needs; and
* Advocacy,
* Exercise judgement in deciding how tasks are performed and completed to ensure the quality standard of completed work;
* Demonstrate good communication and interpersonal skills in client liaison advocacy and teamwork
* Ensure Primary Health care services maximise Medicare billings to meet financial targets and KPI’s along.
* Meet organisations KPI’s and Targets;
* Have Aboriginal and/or Torres Strait Islander knowledge and cultural skills 1-3

**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

**CONDITIONS OF EMPLOYMENT**

Employment is conditional upon the following:

* Certificate Level III 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
* As clinicians, it is a requirement that you have demonstrated, current up to date knowledge, skills and experience within the health services area
* Current QLD Driver’s license
* Current First Aid Certificate or ability to obtain one
* Current Working with Children Check “Blue Card” or ability to obtain one
* It is a condition of employment for the employee in this role to be, and remain vaccinated against or show immunity to all Vaccine Preventable Diseases (VPDs), or as directed by State Law or Federal Law, during their employment. VPDs include Measles, Mumps, Rubella (MMR), Varicella (chicken pox) and Pertussis (whooping cough), Hepatitis A, Hepatitis B and Covid-19.

*It is strongly recommended that you provide VPD evidence and prepare your documents prior to meeting with the selection panel: however you will only be required to supply the evidence if you are the preferred applicant. If you are the preferred applicant, your application for employment will not be successful unless you comply with Mamu Health Service Limited Policy Doc\_307*

**Mandatory Qualifications & Experience**

* A Aboriginal and or Torres Strait Islander Health Worker Certificate III will possess an ability to apply primary health care generalist knowledge, skills and demonstrated capacity to perform tasks using defined techniques and knowledge under supervision.
* A Generalist Health Worker will have:
* Good interpersonal skills and abilities to communicate with Aboriginal and/or Torres Strait Islander individuals, families and communities and network with other services and health professions;
* Demonstrated ability to apply knowledge and skills obtained from Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; and
* Knowledge of confidentiality, ethics and duty of care in a primary healthcare and/or community services environment.

**SELECTION CRITERIA**

***Qualifications & Experience***

* 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

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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 Aboriginal and/or Torres Strait Islander Health Worker Certificate III - Practice | | | |
| **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. | | | |