**POSITION DESCRIPTION **

**Outreach Clinic Coordinator – Babinda & Tully Primary Health Care**

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| **Reports to:** | Primary Healthcare Manager |
| **Direct Reports:** | Medical Receptionist, Aboriginal/Torres Strait Island Health Worker, Nurse, Transport & Cleaners |
| **Award:** | Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Services Award [MA000115] |
| **Salary:** | TBA |

**POSITION PURPOSE**

The purpose of the Outreach Clinic Coordinator – Babinda & Tully is to provide clinical leadership for the delivery of evidence-based, multi-disciplinary, comprehensive primary health care services that meet the identified needs of the community and target population. This position is also responsible for business planning, administration and financial management in collaboration with the Primary Healthcare Manager.

*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**

Clinical

* Oversee the Tully & Babinda Clinical team ensuring delivery of culturally appropriate comprehensive primary health care including but not limited to health promotion, prevention, early intervention and treatment in response to community needs
* Perform clinical duties within qualification and registration parameters in all areas of the health service including:
  + observations
  + assessments
  + treatments and
  + follow-up duties with clients
  + other duties as required
* Develop and submit annual Work Plan that identifies predominant health and related issues of MHSL’s client population and identify strategies to create awareness, educate and inform the community on processes that enable them to increase control over and to improve their health
* Implement the approved Work Plan and ensure team meets identified KPI’s and other measures of progress
* Contribute to the achievement of organisational objectives of yearly Action Plan, Strategic and Operational Plans
* Act as the coordination point for health programs and services
* Co-ordinate with community members and various organisations to support and encourage community participation and involvement in the promotion and maintenance of health care in the community
* Assess, plan, evaluate and prioritise the health needs of clients presenting to the clinic
* Contribute to and support client care planning within a multi-disciplinary team environment
* Coordinate and utilise internal and external services to meet client needs, including facilitating the provision of specialist care i.e. allied health, mental health
* Contribute to the effective management of the Centre’s patient care plan systems, including participating in patient care conferences, managing patient follow-up procedures and ensuring appropriate and adequate documentation in accordance within established guidelines

Ensure medical and office supplies are adequate for efficient and effective operation of the clinic

***Employee Leadership & Management***

* Role model MHSL Mission and Values and ensure staff adhere to MHSL policies and procedures
* Implement monthly staffing rosters
* Conduct orientation of new staff
* Complete staff performance reviews
* Provide daily supervision and guidance of clinic staff
* Approve staff timesheets, Leave and requests for professional development in accordance with the organisation’s policies and procedures and budget
* Provide support, guidance and mentoring to staff

***Financial Management***

* Ensure that Medicare and Workforce Incentive Program (WIP) claiming is optimised to ensure that Medicare and WIP targets are met or exceeded.
* Effective financial management
* Ensure MHSL funds are spent in a manner that is compliant with approved budgets, funding agreement requirements, policies and procedures.

***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

**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:

* Vaccination or confirmed non-susceptibility to Vaccine Preventable Diseases (VPDs) during employment, including measles, mumps, Rubella (MMR), Varicella (chicken pox), Hepatitis A, Hepatitis B, Pertussis (whooping cough) and strongly recommended to be vaccinated against Covid-19.
* 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.

**Mandatory Qualifications & Experience**

* Maintain Professional Registration with APHRA as an Aboriginal Health Practitioner
* Diploma in Leadership & Management or equivalent
* Current QLD Driver’s license
* Current First Aid Certificate
* Current Working with Children Check “Blue Card”

**SELECTION CRITERIA**

***Qualifications & Experience***

* Demonstrated understanding and commitment to the principles of Aboriginal Community Controlled Health Service and the concept of Comprehensive Primary Health Care
* Demonstrated knowledge in the principles of primary health and the associated skills to perform assessments, plan and implement health care strategies.
* Knowledge, understanding and sensitivity towards the social, economic and cultural factors affecting Aboriginal and Torres Strait Islander people’s health
* Knowledge of, or ability to acquire knowledge of Human Resource management and Workplace Health and Safety
* Experience working within a cross-cultural environment
* Well-developed interpersonal skills with the ability to communicate effectively with people, particularly with Aboriginal and Torres Strait Islander peoples
* 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
* Displays high standard of customer service
* Ability to work in any location within Mamu Health Service’s service area when required
* Exceptional teamwork skills and ability to work with minimal/no supervision
* Ability to mentor and support Aboriginal/Torres Strait Island Health Workers & Trainees
* Understanding of Medicare and Australian government health legislation and policy
* Demonstrated ability to establish and maintain collaborative working relationships with external peers and stakeholders from various backgrounds and levels
* Sound theoretical knowledge, practice skills and ethical behaviour
* Ability to exercise confidentiality and tact when dealing with sensitive issues

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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 Outreach Clinic Coordinator. | | | |
| **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. | | | |