**POSITION DESCRIPTION**

**Mums & Bubs Program Coordinator**

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| **Reports to:** | Primary Healthcare Manager |
| **Direct Reports:** | Medical Receptionist, Aboriginal/Torres Strait Island Health Worker, Transport Officer, Nurses. |
| **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 Mums and Bubs Program Coordinator is to provide clinical leadership, health service delivery and to implement the goals and objectives of the Maternal & Child Health Program to increase access to & use of antenatal, postnatal & child & maternal health services for Aboriginal & Torres Strait Islander families. This position is also responsible for business planning, administration, financial management in collaboration with the Primary Healthcare Manager.

Travelling throughout the geographic service area of Mamu Health Service Limited is a requirement of this position.

*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***

* Deliver culturally appropriate comprehensive primary health care to meet the needs of the community for the New Directions Mothers & Babies Program
* Schedule antenatal / postnatal care at all MHSL clinics including outreach
* Provide home visiting by New Directions Mothers and Babies staff (AHW & Midwife)
* Assist to Provide health checks and referrals for treatment to Aboriginal & Torres Strait Islander children before starting school
* Ensure transport is provided to ensure clients attend antenatal appointments as required
* Assist with health promotion and health education activities about baby care for mothers
* Assist in the provision of clinical duties in all areas of the health service as required
* Liaise with other Clinic Team Leaders to ensure effective health care services are delivered across the organization
* 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 prioritize the health needs of clients presenting to the clinic
* Contribute to and support client care planning within a multi-disciplinary team environment
* Refer clients to appropriate internal and external service providers
* 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 with established guidelines
* Work within a Clinic Action/Work Plan that outlines a program of activities
* Ensure the organisation meets objectives of Strategic/Business Plan, yearly Action Plan

***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

***Health Promotions and Community Engagement***

* Support the planning, implementation, and evaluation of group activities
* Ensure staff
* Promote the Service locally through community engagement activities and promotional activities
* Provide and support health promotion programs through local networks
* 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

***Administration***

* Assist in maintaining the PIRS (Communicare) in accordance with the organisational requirements and client records
* Ensure all primary health care programs maximise Medicare billings to meet financial targets
* Prepare written monthly reports as required
* Maintain and provide relevant information and data for the development of submissions to governments for the development of programs
* Ensure the accurate collecting and recording of patient demographics
* Maintain accurate recording of client records and case notes
* Provide information and culturally appropriate resources to stakeholders
* Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities

**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.
* 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.
* 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 service area when required.
* Current First Aid Certificate or ability to obtain
* Advanced Life Support and Cardiopulmonary resuscitation (CPR) certificate, or evidence of training.

**Mandatory Qualifications & Experience**

* Certificate IV in Primary Health Care (practice) and/or ability to obtain 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” or ability to obtain one

**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 ATSI 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 Mums & Bubs 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. |