

# Job Description

QF-37-HR v1



<b>Job Title:</b>	Care Coordinator	<b>Reports To:</b>	Judith Borg
<b>Department/Group:</b>	ITC	<b>Job Code/ Req #:</b>	JD 5/3
<b>Location:</b>	South East & North West	<b>Hours of Work:</b>	37.5
<b>Level/Salary Range:</b>	Salary is commensurate with qualification and experience	<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Issa Mahmoud	<b>Date posted:</b>	N/A
<b>Will Train Applicant(s):</b>		<b>Posting Expires:</b>	

## Applications Accepted By:

### FAX OR E-MAIL:

(08) 9458 8733 or

### Attention:

### MAIL:

Issa Mahmoud  
Arche Health Ltd  
PO Box 268  
Bentley W.A 6982

## Job Description

### ROLE

The Care Coordinator will assist and support Arche Health Aboriginal Health Manager to improve health outcomes for Aboriginal people with health conditions through better access to coordinated and multidisciplinary care. This position will be required to provide high quality culturally appropriate services and work collaboratively with members of a multidisciplinary team, General Practitioners and internal and external stakeholders to ensure the program is conducted in an efficient, professional manner and delivered in line with the contractual requirements.

### DUTIES & RESPONSIBILITIES

1. Coordinate and support the implementation of Aboriginal clients GP Care Plans and delivery of Arche Health Services to clients residing in the Arche Health local region.
2. Arranging the required services outlined in the patient's care plan, in close consultation with their home practice;
3. Ensuring there are arrangements in place for the patient to get to appointments;
4. Involving the patient's family or carer as appropriate;
5. Transferring and updating the patient's medical records;
6. Assisting the patient to participate in regular reviews by their primary care providers; and
  - a. Assisting patients to:
  - b. adhere to treatment regimens - for example, encouraging medication compliance;
  - c. develop chronic condition self-management skills; and
  - d. connect with appropriate community-based services such as those that provide support for daily living.
7. Assisting the Care Coordination Team to identify and develop strategies to barriers that impact on access to health services and working to implement solutions;
8. Providing practical assistance to access health services including Aboriginal Health Checks, follow up care, specialist services and community pharmacy;
9. Providing input into the development and presentation of culturally appropriate health promotion material;
10. Contributing to the planning, development, implementation, monitoring and evaluation of the Closing the Gap Project.
11. Liaise and work with hospital staff, General Practitioners, Arche Health staff and other health providers and agencies in the provision of health services for Aboriginal clients.
12. Contribute as an effective team member at the Arche Health team meetings and represent Arche Health on appropriate committees and required.
13. Other duties as directed

### **Service Promotion**

- Develop and maintain strong working relationships with partner agencies, services and programs for clients by establishing referral pathways and local models of care
- Work with key stakeholders to increase access to appropriate services for Aboriginal Health clients.
- Promote the Arche Health's Aboriginal Health program, communicate regularly with, and build and maintain collaborative working relationships with health and welfare agencies and the general community

### **Administrative Duties**

- Maintain accurate and timely case notes and records in Arche Health's database system
- Collect and enter data required into the software provided
- Maintaining patient records on Arche Health's database
- Provide weekly reports on program statistics and progress to the manager to enable targets to be monitored.
- Organise acknowledgement of referrals, mail-outs and progress reports to all stakeholders
- Assist the manager, Aboriginal health team with report and the evaluation of programs

### **Capabilities and Behaviours**

#### 1. Knowledge and Skills

- Keeps up to date with industry developments including changes to legislation and technology
- Applies knowledge to assess situations accurately and determine appropriate action
- Plans and prioritises work to deliver measurable and timely results
- Works to develop additional knowledge and skills
- Demonstrates an understanding of organisational policies and processes and implements them appropriately

#### 1. Integration

- Works with others in the development of strategies and service delivery
- Actively seeks to engage others to work towards common objectives
- Seeks to understand the impact of decisions on all internal and external stakeholders
- Embraces cultural diversity ensuring that interactions and service delivery are aligned to cultural needs

#### 2. Accountability

- Demonstrates willingness to undertake assigned work
- Demonstrates a willingness to accept changing role requirements as the workplace environment evolves
- Demonstrates willingness to accept direction and feedback from senior management
- Holds self-accountable for measurable, high quality and timely results
- Accepts responsibility for their own actions
- Complies with established policies and processes
- Embraces and displays the corporate values and mission

#### 3. Communication

- Uses various styles of communication to ensure that information being delivered is tailored to the audience
- Ensures that communication is factual, accurate and presented in a clear and concise manner
- Communicates with others in an open and appropriate manner to build positive relationships
- Asks others for their opinions and feedback

### **SELECTION CRITERIA – QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE**

1. Sound understanding and knowledge of general practice, primary health care and Aboriginal and Torres Strait Islander health issues;
2. Previous experience working with Aboriginal people.
3. Current knowledge of the social determinants and health issues of the Aboriginal community.
4. Highly developed interpersonal skills, including demonstrated liaison and negotiating skills;
5. Demonstrated capacity to implement partnership approaches to successfully realise system change;
6. Strong strategic management skills and an ability to set priorities, plan and act to achieve desired outcomes within specified timeframes;

7. High level communication and presentation skills, including the ability to write clearly for various audiences;
8. Demonstrated experience in developing and delivering information sources and training (especially for healthcare professionals)
9. Excellent communication skills and ability to navigate the health system to meet the needs of the community.
10. Able to mentor staff in a culturally sensitive manner.
11. Good IT and administrative skills.
12. Current Drivers Licence
13. Working with Children's Card
14. Federal Police Clearance

<b>Reviewed By:</b>	Issa Mahmoud	<b>Date:</b>	May 29, 2018
<b>Approved By:</b>	Sujeewe Gamagedera	<b>Date:</b>	May 29, 2018
<b>Last Updated By:</b>	Issa Mahmoud	<b>Date/Time:</b>	May 29, 2018