



**Position Title:** Area Services Coordinator

**Location:** Warburton & Warakurna Community (two positions)

**Reports to:** Integrated Health Services Manager

**Award:** Nurses Award 2010/Aboriginal Community Controlled Health Services Award 2010

### Summary of Role

The role of the Area Services Coordinator is to contribute and support the overall multidisciplinary and integrated approach to the remote health team's endeavour to treat illness, promote well-being, maintain health systems, provide education and training and encourage community health action and promote a comprehensive Primary Health care service. The role is a new role to support the Integrated Health Services Manager in a hub and spoke model across regions within the Ngaanyatjarra Lands.

The key responsibilities are to work in partnership with other health professionals, Yarnangu, to provide clinical and population health services to all Indigenous residents of the Ngaanyatjarra lands.

Ngaanyatjarra Health Service (NHS) Aboriginal Corporation is an independent, community controlled health service, with overall direction and management set by a board comprised of representatives from the remote Aboriginal communities of the region.

NHS takes a broad view of primary health care, has a philosophy of community participation, and a strong focus on care coordination.

The new Area Service Coordinator positions therefore have a strong coordination and facilitation role:

- Working with community, senior community mentors and Aboriginal Health Workers and Practitioners, to identify health priorities and solutions;
- Supporting and building the capacity of Aboriginal Health Worker (AHWP and AHW) staff to provide the highest possible standard of culturally appropriate health care;
- Acting as the coordination point for health programs;
- Liaising with other organisations and departments, both internal and external to NHS to achieve outcomes;
- Managing all aspects of the hub Health Centre and coordination of staffing and rosters in the surrounding zone, including forward planning, program portfolio management, planning and coordination of all staff under direction of the Integrated Health Service Manager, pharmacy management, asset and imprest stock control; and
- Working within a multidisciplinary team to provide comprehensive primary health and emergency care

<b>Approved By:</b>	IHSM	<b>Revision No.</b>	001
<b>Date Approved:</b>	November 2017	<b>Next Review Date:</b>	November 2018

## Key Responsibilities and Accountabilities

### Duty Statement:

Provide expert nursing leadership and coordination, including operational planning, to ensure provision of quality, safe and cost-effective nursing/midwifery care consistent with best practice, legislative requirements, National standards, and community expectations.

Actively contribute and participate in developing and maintaining a work based culture that promotes and supports education, learning, research and development.

Follow defined service quality standards, work health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.

Foster a positive workplace culture through exemplary leadership practices and role modelling behaviour.

### Community Inclusion

- Attend, and provide monthly health centre activity reports to the Integrated Health Services Manager;
- Together with other team members, consult with groups in the community on matters relating to the health needs and cultural approaches of the community;
- Develop local outreach programs in consultation with community groups.

### Human Resources

- Participate in a duty roster including on-call equally with other staff;
- Provide direction, guidance, training and support for Aboriginal Health Workers in their everyday work;
- Undertake day to day management of all health centre staff, ensuring that plans are carried through and key performance indicators are met;
- Delegate work to staff in line with their position level and level of competency;
- Together with doctors, establish and maintain regular primary health care team meetings;
- In close liaison with the Clinical Governance Advisor, implement professional development programs for staff; to ensure they are adequately supervised and that they obtain competency in the required skills;
- Approve staff timesheets, leave and requests for training in accordance with the organisation's procedures.

### Service Delivery

- Establish and maintain procedures to ensure that community needs are identified;
- Work with other members of the NHS primary health care health team to meet identified needs
- Act as the coordination point for other NHS staff providing services to the community;
- Utilise and maximise the full range of staffing resources, including AHW/Ps, the community doctor, and other nurses, to provide general health care, assessment and management of a broad range of health problems;
- Ensure agreed protocols and manuals, are followed, including:
  - a. NHS policy and procedures or directions given by executive staff
  - b. clinical protocols detailed in the CARPA Standard Treatment Manual
  - c. CARPA Women's Manual
  - d. Clinical Procedures Manual
  - e. Accreditation standards

<b>Approved By:</b>	IHSM	<b>Revision No.</b>	001
<b>Date Approved:</b>	November 2017	<b>Next Review Date:</b>	November 2018

- Ensure that preventive and opportunistic health checks and screenings are routinely followed;
- Provide accident and emergency care including emergency first aid, stabilisation and evacuation of patients;
- Oversee the dispensation of pharmaceutical therapies, including the administration of vaccines and prescribe pharmaceuticals for common conditions;
- Respond to medical emergencies;
- Oversee the prompt follow up and recall of patients in liaison with AHWs, doctor and other nurses, and facilitate tracing and treatment of patients moving between communities, and out-stations
- Facilitate the provision of specialist care, eg substance abuse care, nutritional care and mental health care, both from within and outside the community;
- Encourage community members to be proactive in identifying their individual health needs;
- Maintain and utilise accurate information systems such as patient recall, computer systems, statistics and other records required for the efficient, effective management of clients;
- Oversee the ordering of medical supplies;
- Within agreed guidelines and via executive management, carry out the directions of the NHS Board and other departments of NHS; and report regularly on progress
- Maintain general office administration records and files
- Liaise with the Assets Officer in head office to manage all equipment and assets at the community level, eg, routine maintenance of buildings, plant and equipment
- Liaise with the Logistics Officer to order and manage non-medical consumables in accordance with the organisation's procedures
- Manage the accommodation requirements of visitors to the health centre
- Assist in the implementation of quality assurance and other evaluation programs to ensure a high quality of clinical care.

#### Financial

- Manage and maintain financial expenditure of the allocated health centre budgets
- Monitor and maintain purchase order records.

#### Key Responsibilities

- Work in partnership with Aboriginal Health Practitioners (AHPs), Rural Medical Practitioner's, Public Health Coordinators, Aboriginal Community Workers and other health professionals within the team, to provide and promote a comprehensive Primary Health Care (PHC) service utilising a multi-disciplinary approach.
- Promote and support AHPs to be first line providers of health care in the community to facilitate the delivery of culturally appropriate health care.
- Participate in an on call 24-hour roster.
- Follow defined service quality standards, work health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces
- In response to community requests; and in collaboration with other team members provide culturally acceptable health education supporting a community participative approach to local decision-making.
- Participate in and encourage education and professional development of self, all team members and undergraduate health students. Actively participate in quality improvement activities.

<b>Approved By:</b>	IHSM	<b>Revision No.</b>	001
<b>Date Approved:</b>	November 2017	<b>Next Review Date:</b>	November 2018

- Work with the Integrated Health Services Manager to establish innovative practices in service delivery models across the Lands.
- Establish clear and effective means of communication with the community and be clear about the roles of elected members and staff and how they work together for the benefit of the community in line with the aims and objectives and policy guidelines of NHS
- In conjunction with doctors, identify health trends and gaps in service delivery within the community;
- Work in partnership with other health professionals to ensure a multi-disciplinary approach to health care, in particular, supporting the role of Aboriginal Health Workers as integral members of the team;
- Participate in the development, implementation and review of the Health Centre business plan in conjunction with local community councils/health committees and organisational priorities
- Participate in the orientation of new staff to the organisation’s philosophy, policy, procedures and health centre functions to promote effective teamwork and act as an ongoing resource to build capacity within the team and community to affect long term health outcomes;
- Be familiar with and competent in the use of standard basic medical equipment
- Liaise with the Integrated Health Services Manager on all personnel and recruitment matters
- Participate in interview panels pertaining to the health centre’s in the zone
- In conjunction with the IHSM and People and Capability section, ensure staff performance appraisals and staff development occur as required
- Be responsible for the management of Occupational Health, Safety and Well-being procedures

#### Organisation-wide responsibilities

- Continuously work to maximise access by community members to health services
- Ensure your own professional competencies and knowledge are current and in line with accepted standards
- Use skills and experience to support and train other staff members as the need arises
- Develop and utilise good working relationships and networks with other organisations at both the community and professional level
- Participate in performance management as required and;
- be willing to discuss how the key performance indicators of the position are being met
- provide feedback about personal, position and organisational development requirements
- Participate in staff development and training as requested by NHS
- Bring to the attention of your manager any matters that affect the ability of your position to meet requests and objectives in a timely manner;
- Maintain strict confidentiality in relation to medical records, information about health service business activities
- Participate in the NHS Continuous Quality Improvement Program for the provision of a safe, effective health service
- Follow organisational systems and procedures

<b>Approved By:</b>	IHSM	<b>Revision No.</b>	001
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## Key Performance Indicators

### Criteria for Performance Assessment

1. As part of a team, ensure that the Communicare reports for clinical KPI are completed by the end of each quarter

Indicator: Completion of reports.  
Uploading of client feedback, support the upload of feedback and risk audit tools on LogiQC

2. As a member of the multidisciplinary team, participate in the planning and implementation of coordinated care through involvement in activity planning and multidisciplinary care planning activities.

Indicator 1: Participation in activity planning sessions

Indicator 2: All multidisciplinary care plans are completed to the required standard and reflect appropriate recalls that have been negotiated with the client.  
Support the increase of MBS, integrated care approach and referral systems and processes.

3. Ensure that all patient documentation is completed in line with recognised standards at time of presentation.

Indicator: All data entered into medical record by all staff members at time of client presentation.

4. Active participation in the skills development of AHWs, Trainee AHWs and CBWs

Indicator: All AHW, Trainee AHWs and CBWs have a training plan with progress being supported.  
Increase amount of referrals to the AHW/Ps.

5. Cultural Performance/Promotion of a culturally sensitive environment.

Indicator 1: Requests for cultural and interpreter support are acted upon

Indicator 2: Actively participate in all CHC meetings.

6. Reporting

Indicator 1: Prepare monthly reports to the Integrated Health Services Manager

Indicator 2: Prepare reports for each Health Centre meeting on the progress of the service and identify needed changes.

7. Maintenance of personal clinical skills and professional development.

Indicator: Completion of staff training plans and their implementation within agreed timeframes.

## Selection Criteria

### *Essential*

In the context of a remote, traditionally-oriented Aboriginal community:

<b>Approved By:</b>	IHSM	<b>Revision No.</b>	001
<b>Date Approved:</b>	November 2017	<b>Next Review Date:</b>	November 2018

- Eligible for registration with AHPRA as a general nurse or as an Aboriginal Health Worker Practitioner (Aboriginal Health Workers require Advanced Diploma in Indigenous Primary HealthCare at this level)
- Demonstrated ability to provide leadership and to manage the human, financial and physical resources of a remote health centre, including visitor accommodation
- Broad primary health care experience and advanced clinical skills
- Detailed knowledge of Primary Health Care principles and their application in a remote Aboriginal community setting
- Ability and desire to work strategically with a multidisciplinary team to bring about positive change in health outcomes
- The capacity to interact with Health IT systems
- Ability to provide leadership and to practice in a sensitive and culturally safe manner in a remote Aboriginal community
- Willingness to live in a remote area
- Manual Driver's licence
- 4WD Training or willingness to obtain

*Desirable*

- Appropriate tertiary and / or post basic qualification such as Midwifery, Child Health, Psychiatry, Masters Public Health and / or Masters Primary Health Care
- Tertiary qualification in Public Health, Community Development or a health related field
- Understanding of the principles of Continuous Quality Improvement and their application in a health care setting
- Certificate IV in Workplace Training or willingness to obtain it.

<b>Approved By:</b>	IHSM	<b>Revision No.</b>	001
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