



Mulungu

Mulungu Aboriginal Corporation **Primary Health Care Service**

Position Title: Care Co-ordination Outreach Officer
Classification Level: Health Service Professionals & Support Services
Date of Approval: February 2022

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

The position is located within the Mulungu Aboriginal Corporation Primary Health Care Service and forms part of the clinical team, which is responsible for providing services to engage Aboriginal and Torres Strait Islander community members for taking responsibility for their own health. In meeting these responsibilities, a range of patient support services will be provided to engage and link clients with the Mulungu health clinics.

2. Purpose of the Position

This position is responsible for providing engagement support to patients of Mulungu Aboriginal Corporation Primary Health Care Service by informing clients of the cost of health care, the range of services Mulungu offers, including recall and reminders and missed appointments.

The purpose of this position is to engage new Aboriginal and Torres Strait Islander people within the community and existing Aboriginal and Torres Strait people to become clients of our ranges of services to regularly maintaining wellness for them and their families.

This position is also responsible for encouraging our patients to be compliant with our recall and reminder systems by following up non-attendees and rebooking and rescheduling their appointments and engaging clients to improve wellness for them and their family through encouragement and participation in annual and up to date health checks and chronic disease management routines.

3. Scope of the Position

The Care Co-ordination Outreach Officer position has no delegated authority.

The Care Co-ordination Outreach Officer is accountable to:

- The Care Coordination Team Leader and Health Services Manager for providing services in line with the duties and set tasks,
- The Health Services Leadership Team for operating in line with Mulungu's Practice, Procedures and Policy framework



- The Health Services team for your ability to work within a team framework, effective communication and work relationships including shared work responsibilities,

4. Organisational Structure and Reporting Relationships

The position of the Care Co-ordination Outreach Officer reports to the Care Co-ordination Team Leader. Refer to the organisational chart for details of where the position is located within the wider organisational structure.

5. Primary Duties and Responsibilities

Reporting

- Collect, collate and report on contact details, follow ups and conversations between client
- Monthly reports and statistical data is maintained and reported in writing to the Care Coordination Team Leader

Quality Improvement

- Maintain professional standards of practice in the delivery of all services provided
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment
- Evaluate own practice by participating in performance development processes
- Participate in quality improvement processes to improve patient and Medical Centre outcomes
- Contribute to Mulungu's documentation review processes
- Perform other duties as directed by the Care Coordination Team Leader

Client Servicing

- Provide household engagement coordinating new client registrations, PIP registration, appointments and PRODA account confirmation on eligible item claims
- Provide advocacy and support to meet clients' health care needs, including the coordination and delivery of transport services
- Update and maintain client medical records to ensure clients contact details are correct and any contact details are recorded
- Establish and maintain a communication network supporting community to engage Mulungu services
- Follow up of non-compliant clients to ensure that appointments are attended particularly chronic disease ensuring patients value health care services provided



- Review recall and reminder systems to ensure that 'at risk' clients regularly attend their appointments
- Welcome Aboriginal and or Torres Strait Islander people/visitors to ensure that Mulungu is their first provider for their health care needs
- Liaise with staff at Mulungu Aboriginal Corporation Primary Health Care Service, and the members of the community to ensure quality service delivery and maximize individual health care outcomes
- Provide culturally appropriate services to meet the needs of the community and assist in Mulungu's 'Close the Gap' strategies.

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Minimum of Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

2. Skills, Knowledge and Ability

- Experience working within a cross-cultural environment.
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures.
- Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Experience in using computer systems or ability to acquire the necessary skills to perform this role.
- Ability to problem solve and reconcile differences to ensure patient safety and Mulungu's high standards of client's services are maintained.
- Knowledge and understanding of Quality Improvement processes.
- Knowledge and skills in contemporary Human Resource Management practices including Workplace Health and Safety, Equal Employment Opportunity and Anti Discrimination

3. Standards of Practice

- Maintain professional standards of practice in the delivery of safe patient care.
- Practice within an evidence-based framework
- Participate in ongoing professional development of self and others



4. Additional Factors

- Must have a Working with Children Blue Card
- Must consent to a Federal Police Check
- In possession of a current Driver's Licence (Queensland)
- Double COVID Vaccination

PART C: SELECTION CRITERIA

- SC 1** Experience working with Aboriginal and/or Torres Strait Islander communities including demonstrated knowledge of Aboriginal and Torres Strait Islander cultures
- SC 2** Demonstrated interpersonal and communication skills with the ability to work in a multi-disciplinary team structure
- SC 3** Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander Primary Health Care
- SC 4** Experience, knowledge and skills in record keeping processes as they apply to a clients health care journey
- SC 5** Knowledge of and/or involvement in quality improvement processes
- SC 6** Knowledge of, or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature _____ Date _____
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date _____