

Position Title (position number):	Integrated Team Care - Care Coordinator
Supervisor:	Clinic Coordinator
Classification and Salary:	Administrative Level 6.1 – 6.4 Base Salary \$84,423 - \$90,747 Nurses 3.1 – 3.4 Base Salary: \$86,880 - \$92,828 AHP 4.1 – 4.4 Base Salary: \$82,640 - \$87,698
Location:	Various DDHS clinics in the Darwin region including Darwin CBD, Palmerston and Malak.
Type / Length of Contract	Ongoing/ Fixed term – Full-Time/ Part-Time
Date Reviewed	September 2016

ROLE PURPOSE:

Provide quality care coordination and case management for Danila Dilba Health Service clients with chronic disease and complex needs to support them in accessing relevant services according to their care plan.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategy

Contribute to and actively implement DDHS strategic goals.

Community

Have a sound knowledge of Aboriginal and Torres Strait Islander communities and in particular the Darwin region and context for clients.

Client Care

Work in the clinic team context in undertaking a range of care coordination activities for DDHS clients with a chronic disease and complex needs in accordance with their care plan including:

- Arranging required services outlined in the client care plan in close consultation with their GP, (e.g. specialist and allied health appointments, arrangements for home help, connections with support groups, etc.)
- Ensuring transport arrangements are in place to enable the client to attend appointments
- Involving the client's family / carer as appropriate
- Assisting clients to adhere to treatment programs and develop chronic condition self-management skills
- Assisting the client to participate in regular reviews by primary care providers
- Providing appropriate clinical care consistent with the requirements of the role (this may be in the client's home or clinic setting)
- Maintaining quality client medical records

Understand how the social determinants of health (environment, economic and social inequalities) have a profound impact on the health and wellbeing of Aboriginal and Torres Strait Islander clients.

Employ a holistic, culturally appropriate approach to the client, drawing out cultural or social issues which may be impacting the client.

In consultation with other team members, work to develop and implement solutions to client needs (e.g. referral to relevant service providers for support regarding accommodation, finances, well-being and daily living, etc.)

Use shared understanding of the practical realities facing the client to build a culturally sensitive health plan which increases client ownership and self-determination.

Use sensitive communication (yarning) approaches to check a client's understanding of their health issues and any medical treatment or medications required to improve their health.

Expedite client access to urgent and essential allied health or specialist services, necessary transport and GP-approved medical aids through appropriate use of the Supplementary Services Funding Pool for eligible DDHS clients.

Performance

Complete an annual Work Partnership Agreement with 6 monthly review.

Demonstrate responsibility for own and others development through participation in all learning opportunities as part of a team or individually.

Undertake other duties which DDHS may reasonably require that you are skilled and capable of performing.

Communication and Teamwork

Demonstrate high level culturally sensitive communication and interpersonal skills to build trust and connection.

Actively model DDHS' Code of Conduct Policy.

Contribute to the efficient, effective and harmonious functioning of the workplace in order to meet organisational objectives including demonstrating appropriate and professional workplace behaviours, providing assistance to team members and undertaking other key responsibilities or activities as directed.

Maintain professional work ethics and participate in staff meetings in a constructive manner

Workplace Health and Safety

Conduct all activities in a manner consistent with DDHS Occupational (Work) Health and Safety Policy and procedures.

Proactively address OH&S hazards, incidents and injuries and adhere to infection control processes.

Quality

Identify and make recommendations on opportunities to improve processes, quality and service delivery outcomes.

Confidentiality

Comply with DDHS Privacy and Confidentiality of Health Information Policy.

Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies and protocols to ensure continuity of care.

SELECTION CRITERIA:

Essential:

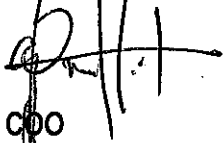
1. Qualification as a health professional (e.g. Nurse or Aboriginal and Torres Strait Islander Health Practitioner) and current registration with AHPRA. [Consideration may be given to other appropriate qualifications/ training in specific circumstances and in consultation with the Department of Health.]
2. Proven well-developed knowledge of, and contemporary experience in, working with clients with chronic health conditions (e.g. diabetes, cancer, respiratory and / or cardiac disease) and relevant management strategies.
3. Knowledge of the social determinants of health (environment, economic and social inequalities) that have a profound impact on the health and wellbeing of Aboriginal and Torres Strait Islander people.
4. Demonstrated ability to use culturally sensitive ways to ensure improved client access to DDHS and/or other health services.
5. Understanding of practical realities facing clients to build a culturally sensitive health plan which increases client ownership and self-determination.
6. Well-developed knowledge of relevant health and related services in the Darwin region (or ability to develop this knowledge).
7. Proven teamwork, communication and interpersonal skills with the ability to constructively negotiate outcomes with a diverse range of people and service providers.
8. High level of personal resilience and flexibility with the ability to deal with challenging situations.

Requirements for the role:

1. A current Police Check
2. A Working with Children Clearance
3. Current driver's licence or ability to gain one prior to employment
4. Current First Aid Certificate or ability to gain one within 3 months of employment

Reviewed by:	Greg Broadfoot	September 2016
Review due by:	Greg Broadfoot	September 2018
Approved by:	Chief Executive Officer	September 2016

Approved:



CEO

Greg Broadfoot

Danila Dilba Health Service