



Position Title:	Indigenous Outreach Worker – Syphilis Enhanced Response
Position Number:	P020-016
Supervisor:	Team Leader – Mobile Unit
Classification Level:	HPCS 2.1 – 2.4
Salary Range:	Base Salary \$62,786 - \$67,571 Total Salary \$70,018- \$75,355 (Note: Total salary includes leave loading, and superannuation)
Location:	Various clinic locations
Date Reviewed:	October 2018

SUMMARY OF POSITION:

The Indigenous Outreach Worker (IOW) will provide support to eligible clients living in town communities who are homeless, to help ensure their access to health services in the Darwin and Palmerston regions.

The IOW will approach this work with maturity and be an important part of the team. The IOW will bring their knowledge of community, along with communication skills to help remove barriers to client engagement. Specifically, this position will advise on and support strategies to implement Danila Dilba Health Service' (DDHS) response to the syphilis outbreak in Darwin. This position is supported by the mobile team leader and other staff in the team.

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

Background

Established in 1991, 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:

Strategic Imperatives

Awareness and understanding of DDHS strategic plan.

Program Delivery

Maintain regular contact with clients within the scope of practice that have been identified by the DDHS.

Support strategies for syphilis case finding in the community in the context of an outbreak, including providing health education.

Facilitate client access to diagnosis treatment and management of syphilis.

Facilitate client access to health checks and ongoing support - both internal and external to DDHS, and when required: act as the liaison person on the client's behalf.

Provide a range of health education messages, information and advice to clients and families about healthy lifestyles choices; (e.g. nutrition and physical activity, alcohol consumption, smoking, sexual health, STI's, and the importance of Aboriginal health checks).

Undertake relevant assessments to identify client support needs, gaps in service delivery and potential service provision enhancement and report on such activities as necessary.

Assist with planning, delivery, and evaluation of specific health programs and community activities.

Participate in regular meetings with the team to record health program report, and client's feedback in regard to the delivery of programs and services provided.

Record all client information into the DDHS Patient Information System (Communicare).

Assist with client follow up and recalls as directed and coordinated by the Team Leader.
Assist with the establishment of an Interagency Meeting for service providers involved in Town Communities to address client needs, gaps in service provision and minimise duplication of services.

Communication and Teamwork

Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients.

At times provide a support role to other health professionals within the organisation and the community.

Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS code of conduct.

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

Be responsible for maintaining your own professional work ethics and participate in staff meetings.

Reporting

Accurately report against the DDHS business and operational plan and against external KPI's, meeting deadlines.

Report on service and audit data as required.

Assist in the preparation of reports, briefings and related communications as required.

Safe Practice and Environment

Conduct all activities in a manner consistent with DDHS Work, Health and Safety policy and procedures.

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

Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.

Human Resources Management

Participate in cross-cultural education as well as assist and participate in staff induction and orientation.

Participate in work partnership agreements.

Be responsible for your professional development by attending relevant workshops and in-services and self-auditing to maintain professional development (CPD) as required.

Quality

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

Participate in the development of quality procedures and contribute to internal and external program reviews as required.

Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Information Management

Ensure accurate documentation of information in a timely manner on Communicare.

Maintain accurate recording of client records.

Contribute to the collection of data as well as the reporting requirements of the program.

SELECTION CRITERIA:**Essential:**

1. Demonstrated experience working with Indigenous people and the ability to communicate effectively and in a culturally appropriate manner.
2. Awareness of and sensitivity to Aboriginal culture and history; and an understanding of social, health and wellbeing issues affecting Aboriginal and Torres Strait Islander families.
3. Demonstrated ability to work within and maintain strict confidentiality guidelines and policies.
4. Communication and interpersonal skills with the ability to liaise with people from a wide range of cultural and social backgrounds to both obtain and convey information relevant to their care.
5. The ability to interact with a range of health professionals including medical practitioners and allied health professionals.
6. Ability to work independently, and as part of a team, with an ability to plan, manage and prioritise tasks and resources to deliver outcomes within time and budget considerations.
7. Demonstrated computer skills especially in the use of client information systems or similar.

Desirable:

1. Experience working in a clinical practice or community health education program.
2. Certificate qualifications in Community Services or equivalent.

Appointment Factors:

1. Willing to undergo a Police Check.
2. Ability to obtain a Working with Children Clearance.
3. Current NT Driver's Licence.
4. Current First Aid certificate or the preparedness to gain one.

Approved:


Malcolm Darling
a/Deputy Chief Executive Officer

Sarah Giles
Clinical Director

Date: _____ / _____ / _____

Date 31/10/2018

Reviewed by	Clinical Director	October 2018
Reviewed by:	General Manager – Darwin and Palmerston	January 2017
Approved by:	Chief Operating Officer	January 2017

