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## SA Health Job Pack

<b>Job Title</b>	Aboriginal Health Practitioner (Multiple Positions)
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	806889
<b>Applications Closing Date</b>	23 December 2022
<b>Region / Division</b>	Northern Adelaide Local Health Network
<b>Health Service</b>	Aboriginal Health Service – Lyell McEwin Hospital
<b>Location</b>	Elizabeth Vale
<b>Classification</b>	OPS3 / OPS4
<b>Job Status</b>	Full-Time Temporary, up to 30 September 2023
<b>Salary</b>	OPS3: \$65,606 - \$69,919 p.a. OPS4: \$74,315 - \$77,901 p.a.

## Contact Details

<b>Full name</b>	Emma Tilley
<b>Phone number</b>	(08) 8282 0543
<b>Email address</b>	emma.tilley@sa.gov.au

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening – **NPC or DHS**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

# Immunisation

## **Risk Category A (direct contact with blood or body substances)**

*This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)*

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Aboriginal and Torres Strait Islander Health Worker - ED After-hours Access Team
<b>Classification Code:</b>	OPS3
<b>LHN/ HN/ SAAS/ DHA:</b>	Northern Adelaide Local Health Network (LHN)
<b>Hospital/ Service/ Cluster</b>	Aboriginal Health
<b>Division:</b>	Watto Purrinna
<b>Department/Section / Unit/ Ward:</b>	Kumanga Padninthi Team
<b>Role reports to:</b>	Team Leader Aboriginal Health Practitioners
<b>Role Created/ Reviewed Date:</b>	September 2022
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children Check – WWCC (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Aboriginal & Torres Strait Islander Health Worker, working in the Emergency Department within NALHN After Hours, will provide improved interface for Aboriginal consumers to NALHN Acute Care services and assist in referral back to Watto Purrinna Primary Health Care Services. The Aboriginal ED After-hours access team will assist Aboriginal consumers in navigation within EDs to access services and provide advocacy and support when Aboriginal consumers access NALHN ED's after business hours.

The Northern Adelaide Local Health Network (NALHN) has a strong commitment to the provision of accessible, effective and meaningful services to the Aboriginal communities, families and individuals from metropolitan, rural and remote areas. It also acknowledges the cultural determinants and particular complexities affecting the health and wellbeing of Aboriginal people and the need for a holistic and multi-faceted health approach to service design and delivery.

SA Health is leading significant reform designed to improve the health of all South Australians and meet future challenges, in accordance with the National Aboriginal and Torres Strait Islander Health Plan and Close the Gap initiatives. The Watto Purrinna Aboriginal Health Service of NALHN is implementing new approaches to Aboriginal health. This includes opportunistic screening and early detection of chronic conditions support for culturally safe acute and ongoing care to improve outcomes, quality and general health care experiences for all Aboriginal clients.

The Aboriginal and Torres Strait Islander Health Practitioner will work within the Watto Purrinna primary healthcare setting, to assist in implementing and embedding a stronger and more sustainable approach to support of Aboriginal clients in the primary healthcare setting, through providing an 'Aboriginal lens' to health care and delivering cultural safe care. In collaboration with the multidisciplinary teams will assist in assessment and providing clinical intervention to Aboriginal clients, including those with complex needs. They will assist multi-disciplinary team members on culturally appropriate interventions, care planning and education within their scope of practice. The service they provide will aim to reduce the risk of Aboriginal clients disengaging with treatment and care plans. They will provide acute and sub-acute health responses, support hospital avoidance and advise on length of stay in the acute sector and closer to home services.

**Direct Reports:**

> Nil

**Key Relationships/ Interactions:**Internal

- > Operationally reports directly to the Nurse Consultant-NALHN Aboriginal Health Kumanga Padninthi.
- > Professionally reports to the Team Leader Aboriginal Health Practitioners NALHN & Clinical Practice Nursing Director Accountable to the Executive Director Aboriginal Health.
- > Maintains close collaborative working relationships with all clinical staff within clinical areas, inclusive of close relationship with NALHN Division of Critical Care.
- > Works collaboratively with the Watto Purrinna Team and links clients back to Watto Purrinna Primary Health Care Services.
- > Assist members of clinical teams to develop a more sustainable approach to support of Aboriginal clients.

External

- > Aboriginal Health Council of SA.
- > SAHMRI.
- > Universities and other identified education/RTO partners.
- > Aboriginal Community Control Health Services.
- > Country and Metro PHN's Non-government organisations or other government organisations/agencies.

**Challenges associated with Role:**

Major challenges of the role will include:

- > Keeping professionally up to date with relevant research, technological advances and models of care.
- > Working within a cultural context, supported by SA Health Aboriginal Health policy with clients, carers, families and communities where there are multiple complexities, diverse cultural backgrounds and expectations of consumers.
- > Accepting responsibility for the maintenance and currency one's own cultural and clinical knowledge, professional competence and contemporary practices.
- > Working collaboratively within the multidisciplinary team.
- > Promoting communication processes to enable best patient/client outcomes and improved health literacy.
- > The ability to embrace, adapt and respond positively to change. May be required to work across sites and clinical areas within NALHN.

**Key performance indicators will include:**

- > Contributing to improved Aboriginal outcomes through the development of best practice strategies.
- > Contribute to improved identification of all Aboriginal clients.
- > Supporting and assisting in embedding the mandatory cultural competency.
- > Supporting and improving communication strategies to ensure clients/families/carers are better informed, educated and involved in their health care.
- > Supporting improved discharge pathways and establishing and contributing to a referral system that involves family, healthcare partners, and follow up specialist care.
- > Developing, maintaining and demonstrating contemporary clinical competence to deliver best practice clinical care.

**Delegations:**

> Nil

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Case Coordination and Clinical Management Plans</b>	<ul style="list-style-type: none"> <li>&gt; In partnership with Medical and Nursing Teams and the Aboriginal Health and Wellbeing team and other services, contribute to the implementation of a sustainable integrated model of service delivery for clients which provides support, advocacy and direct intervention for a range of complex issues and develop preventative strategies and pathways.</li> <li>&gt; Works in collaboration with wider team of Watto Purrinna to undertake brief interventions with a flexible approach to case management. Work with clients to improve identified problems and concerns to promote independence.</li> <li>&gt; Assist clients to problem solve personal challenges using strengths-based approaches, specialised knowledge and skills which promote dignity and family decision making processes.</li> <li>&gt; Identify opportunities to develop health literacy and health education.</li> </ul>
<b>Direct/indirect patient/client care</b>	<ul style="list-style-type: none"> <li>&gt; Work legally and ethically within scope of practice.</li> <li>&gt; As a member of a multidisciplinary team, undertake a cultural advocacy role for Aboriginal and Torres Strait Islander clients, to ensure their health and well-being circumstances, and service needs, are considered.</li> <li>&gt; Support integration of contemporary cultural and clinical best practice to support the decision making, innovation and objective analysis.</li> <li>&gt; Using a range of appropriate interventions and treatments to provide direct and indirect clinical care, select and implement different interventions, provide support and oversee individual case management to Aboriginal clients and monitor and evaluate their progress.</li> <li>&gt; Contribute to assessing clients and support local clinical teams with strategies to achieve culturally safe and competent integrated care.</li> <li>&gt; Collaborate with key stakeholders at meetings and in the development of services to implement evidence-based strategies to improve above Aboriginal health outcomes. Apply expertise to the needs of the clients, select and implement different therapeutic interventions and/or support programs and evaluate patient/client progress in the multidisciplinary health care setting.</li> <li>&gt; Provide direct clinical intervention dependant on scope of practice and service setting, including but not limited to, Venepuncture, Wound Care, monitoring of vital signs, administration of medications.</li> <li>&gt; Manage own professional development activities and portfolio, to ensure contemporary knowledge is maintained to deliver clinical intervention.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>&gt; Establish, develop and maintain effective strategic networks and partnerships with key internal and external stakeholders, in particular with Aboriginal communities.</li> <li>&gt; Support opportunities for consumer participation and feedback on the services provided and implement measures to improve the service.</li> <li>&gt; Support broad networks and positive relationships that result in confidence and consistency in service delivery for the victims of domestic violence, mental health and/or drug and alcohol issues.</li> <li>&gt; Maintain appropriate information management systems for community programs and services.</li> <li>&gt; Participate in community, staff and other relevant agency strategies to improve Aboriginal health outcomes.</li> </ul>

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>&gt; Support cultural competency in practice.</li> <li>&gt; Support the provision and coordination of culturally appropriate service delivery within the scope of practice.</li> <li>&gt; Where relevant, guide the redress of social determinates of Aboriginal health outcomes.</li> <li>&gt; Interact and work effectively with internal and external stakeholders, particularly Aboriginal stakeholders and community.</li> <li>&gt; Support client journey strategies and ensure their families are connected to appropriate services and formal and informal community networks, to assist with their needs and facilitate continuity of service to individuals and families.</li> </ul>
<b>Culturally appropriate services</b>	<ul style="list-style-type: none"> <li>&gt; Provide culturally competent advice, information and assistance in relation to Aboriginal people to departmental staff that contributes to the goals for health care, service delivery and design.</li> <li>&gt; Support the development and monitoring of continuity of care projects. Engage and collaborate with recognised and appropriate Aboriginal agencies, individuals and communities.</li> <li>&gt; Support cultural competency in the workplace.</li> </ul>
<b>Organisational Contribution</b>	<ul style="list-style-type: none"> <li>&gt; Understand and participate in workplace safety initiatives and risk identification and reporting processes.</li> <li>&gt; Support operational and service planning initiatives.</li> <li>&gt; Comply with infection prevention and control policies and procedures.</li> <li>&gt; Follow the principles of a sustainable working environment by following departmental greening initiatives.</li> <li>&gt; Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees and agency stated values.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/ Vocational Qualifications**

- > Must hold Certificate III in Aboriginal Primary Health Care or equivalent. Must be enrolled in Certificate IV Aboriginal & Torres Strait Islander Primary Health Care (Practice).

#### **Personal Abilities/Aptitudes/Skills:**

- > Identifies as an Aboriginal/Torres Strait Islander person.
- > Be known, respected and connected within Aboriginal communities and demonstrate an ability to work in a culturally sensitive and accountable manner, with Aboriginal and Torres Strait Islander individuals, families and communities and non-Aboriginal individuals, whilst maintaining a high degree of confidentiality.
- > Use initiative and work in an effective manner, setting priorities under limited direction, either as a member of a team or as a project leader and identify, analyse and resolve complex problems and conflict.
- > Conduct research, including accurately documenting work undertaken, and delivering clear and effective written reports.
- > Confidently lead, influence and promote the interests of Aboriginal and Torres Strait Islander clients within an acute health service delivery setting.

#### **Experience**

##### ***Proven experience in:***

- > Supporting Aboriginal and Torres Strait Islander clients to assist them to address their health needs.
- > Engagement activities, clinical health assessment, treatment, referral, psychosocial support and advocacy and associated record keeping for clients with a range of complex health issues.
- > Identifying and/or responding to disclosures of family violence and child protection matters in a culturally appropriate manner, with consideration for social and emotional well-being.
- > Planning, developing, implementing and delivering a range of projects and group work with a range of complexity that support self-management of health care.
- > Leading and guiding consultations and working collaboratively, as part of a multi-disciplinary team, incorporating Aboriginal and/or Torres Strait Islander and other communities, service providers and relevant stakeholders.
- > Providing guidance to non-Aboriginal and Torres Strait Islander staff in the context of service provision to Aboriginal clients, families and carers.

#### **Knowledge**

##### ***Well-developed knowledge and understanding of:***

- > Aboriginal and/or Torres Strait Islander cultures including family and community obligations, community structures and organisations; and the impact of past and present policies.
- > Historical and contemporary issues that affect the health and wellbeing of Aboriginal and/or Torres Strait Islander clients, including barriers for Aboriginal and/or Torres Strait Islander clients in accessing services and programs.
- > Chronic Disease and management.
- > Principles and practices of cultural safety and cultural security.
- > Clinical health care service approaches and health needs of Aboriginal and Torres Strait Islander community.
- > Knowledge and understanding of relevant legislation, standards, codes, ethics and competency standards.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Nil

### **Personal Abilities/Aptitudes/Skills:**

- > Nil

### **Experience**

- > Working with Aboriginal people with complex health needs in the community services sector in service/project planning, implementation and/or evaluation.

### **Knowledge**

- > Knowledge of the broader determinants of health that impact on the health and well-being of the community.
- > Knowledge of chronic disease, mental health, drug and alcohol, homelessness and family violence issues.
- > Knowledge of the South Australian Public Health System and administrative policies and practices of Community Health.



### Special Conditions:

- > A requirement of the role/s is that the applicant is Aboriginal and/or Torres Strait Islander pursuant to the exemption from the Equal Opportunity Act 1984 (SA).
- > The role requires Aboriginal and Torres Strait Islander expertise, cultural knowledge and life experience. Only Aboriginal and/or Torres Strait Islander applicants will be considered for the role.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory criminal and relevant history screening for child related work through the Screening Unit, Department of Human Services.
- > Criminal Screening and Relevant History screenings must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the *Child Safety (Prohibited Person) Act (2016)* or every 3 years thereafter from date of issue for 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* made in pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Child Safety (Prohibited Person) Act (2016).*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Information Privacy Principles Instruction.*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Commitment:**

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

### Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

## NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

**Version control and change history**

<b>Version</b>	<b>Date from</b>	<b>Date to</b>	<b>Amendment</b>
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021		Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated



## ROLE DESCRIPTION

<b>Role Title:</b>	Aboriginal and Torres Strait Islander Health Practitioner - ED After-hours Access Team
<b>Classification Code:</b>	OPS4
<b>LHN/ HN/ SAAS/ DHA:</b>	Northern Adelaide Local Health Network (LHN)
<b>Hospital/ Service/ Cluster</b>	Aboriginal Health
<b>Division:</b>	Watto Purrunga
<b>Department/Section / Unit/ Ward:</b>	Kumanga Padninthi Team
<b>Role reports to:</b>	Team Leader Aboriginal Health Practitioners
<b>Role Created/ Reviewed Date:</b>	September 2022
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children Check - WWCC (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Aboriginal & Torres Strait Islander Health Practitioner working in the Emergency Department within NALHN After Hours, will provide improved interface for Aboriginal consumers to NALHN Acute Care services and assist in referral back to Watto Purrunga Primary Health Care Services. The Aboriginal ED After-hours access team will assist Aboriginal consumers in navigation within EDs to access services and provide advocacy and support when Aboriginal consumers access NALHN ED's after business hours.

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SA Health is leading significant reform designed to improve the health of all South Australians and meet future challenges, in accordance with the National Aboriginal and Torres Strait Islander Health Plan and Close the Gap initiatives. The Watto Purrunga Aboriginal Health Service of NALHN is implementing new approaches to Aboriginal health. This includes opportunistic screening and early detection of chronic conditions support for culturally safe acute and ongoing care to improve outcomes, quality and general health care experiences for all Aboriginal clients.

The Aboriginal and Torres Strait Islander Health Practitioner will work within the Watto Purrunga primary healthcare setting, to assist in implementing and embedding a stronger and more sustainable approach to support of Aboriginal clients in the primary healthcare setting, through providing an 'Aboriginal lens' to health care and delivering cultural safe care. In collaboration with the multidisciplinary teams will assist in assessment and providing clinical intervention to Aboriginal clients, including those with complex needs. They will assist multi-disciplinary team members on culturally appropriate interventions, care planning and education within their scope of practice. The service they provide will aim to reduce the risk of Aboriginal clients disengaging with treatment and care plans. They will provide acute and sub-acute health responses, support hospital avoidance and advise on length of stay in the acute sector and closer to home services.

**Direct Reports:**

> Nil

**Key Relationships/ Interactions:**Internal

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- > Maintains close collaborative working relationships with all clinical staff within clinical areas, inclusive of close relationship with NALHN Division of Critical Care.
- > Works collaboratively with the Watto Purrinna Team and links clients back to Watto Purrinna Primary Health Care Services.
- > Assist members of clinical teams to develop a more sustainable approach to support of Aboriginal clients.

External

- > Aboriginal Health Council of SA.
- > SAHMRI.
- > Universities and other identified education/RTO partners.
- > Aboriginal Community Control Health Services.
- > Country and Metro PHN's Non-government organisations or other government organisations/agencies.

**Challenges associated with Role:**

Major challenges of the role will include:

- > Keeping professionally up to date with relevant research, technological advances and models of care.
- > Working within a cultural context, supported by SA Health Aboriginal Health policy with clients, carers, families and communities where there are multiple complexities, diverse cultural backgrounds and expectations of consumers.
- > Accepting responsibility for the maintenance and currency one's own cultural and clinical knowledge, professional competence and contemporary practices.
- > Working collaboratively within the multidisciplinary team.
- > Promoting communication processes to enable best patient/client outcomes and improved health literacy.
- > The ability to embrace, adapt and respond positively to change. May be required to work across sites and clinical areas within NALHN.

**Key performance indicators will include:**

- > Contributing to improved Aboriginal outcomes through the development of best practice strategies.
- > Contribute to improved identification of all Aboriginal clients.
- > Supporting and assisting in embedding the mandatory cultural competency.
- > Supporting and improving communication strategies to ensure clients/families/carers are better informed, educated and involved in their health care.
- > Supporting improved discharge pathways and establishing and contributing to a referral system that involves family, healthcare partners, and follow up specialist care.
- > Developing, maintaining and demonstrating contemporary clinical competence to deliver best practice clinical care.

**Delegations:**

> Nil

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Case Coordination and Clinical Management Plans</b>	<ul style="list-style-type: none"> <li>&gt; In partnership with Medical and Nursing Teams and the Aboriginal Health and Wellbeing team and other services, contribute to the implementation of a sustainable integrated model of service delivery for clients which provides support, advocacy and direct intervention for a range of complex issues and develop preventative strategies and pathways.</li> <li>&gt; Works in collaboration with wider team of Watto Purrinna to undertake brief interventions with a flexible approach to case management. Work with clients to improve identified problems and concerns to promote independence.</li> <li>&gt; Assist clients to problem solve personal challenges using strengths-based approaches, specialised knowledge and skills which promote dignity and family decision making processes.</li> <li>&gt; Identify opportunities to develop health literacy and health education.</li> </ul>
<b>Direct/indirect patient/client care</b>	<ul style="list-style-type: none"> <li>&gt; Work legally and ethically within scope of practice.</li> <li>&gt; As a member of a multidisciplinary team, undertake a cultural advocacy role for Aboriginal and Torres Strait Islander clients, to ensure their health and well-being circumstances, and service needs, are considered.</li> <li>&gt; Support integration of contemporary cultural and clinical best practice to support the decision making, innovation and objective analysis.</li> <li>&gt; Using a range of appropriate interventions and treatments to provide direct and indirect clinical care, select and implement different interventions, provide support and oversee individual case management to Aboriginal clients and monitor and evaluate their progress.</li> <li>&gt; Contribute to assessing clients and support local clinical teams with strategies to achieve culturally safe and competent integrated care.</li> <li>&gt; Collaborate with key stakeholders at meetings and in the development of services to implement evidence-based strategies to improve above Aboriginal health outcomes. Apply expertise to the needs of the clients, select and implement different therapeutic interventions and/or support programs and evaluate patient/client progress in the multidisciplinary health care setting.</li> <li>&gt; Provide direct clinical intervention dependant on scope of practice and service setting, including but not limited to, Venepuncture, Wound Care, monitoring of vital signs, administration of medications.</li> <li>&gt; Manage own professional development activities and portfolio, to ensure contemporary knowledge is maintained to deliver clinical intervention.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>&gt; Establish, develop and maintain effective strategic networks and partnerships with key internal and external stakeholders, in particular with Aboriginal communities.</li> <li>&gt; Support opportunities for consumer participation and feedback on the services provided and implement measures to improve the service.</li> <li>&gt; Support broad networks and positive relationships that result in confidence and consistency in service delivery for the victims of domestic violence, mental health and/or drug and alcohol issues.</li> <li>&gt; Maintain appropriate information management systems for community programs and services.</li> <li>&gt; Participate in community, staff and other relevant agency strategies to improve Aboriginal health outcomes.</li> </ul>



<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>&gt; Support cultural competency in practice.</li> <li>&gt; Support the provision and coordination of culturally appropriate service delivery within the scope of practice.</li> <li>&gt; Where relevant, guide the redress of social determinates of Aboriginal health outcomes.</li> <li>&gt; Interact and work effectively with internal and external stakeholders, particularly Aboriginal stakeholders and community.</li> <li>&gt; Support client journey strategies and ensure their families are connected to appropriate services and formal and informal community networks, to assist with their needs and facilitate continuity of service to individuals and families.</li> </ul>
<b>Culturally appropriate services</b>	<ul style="list-style-type: none"> <li>&gt; Provide culturally competent advice, information and assistance in relation to Aboriginal people to departmental staff that contributes to the goals for health care, service delivery and design.</li> <li>&gt; Support the development and monitoring of continuity of care projects. Engage and collaborate with recognised and appropriate Aboriginal agencies, individuals and communities.</li> <li>&gt; Support cultural competency in the workplace.</li> </ul>
<b>Organisational Contribution</b>	<ul style="list-style-type: none"> <li>&gt; Understand and participate in workplace safety initiatives and risk identification and reporting processes.</li> <li>&gt; Support operational and service planning initiatives.</li> <li>&gt; Comply with infection prevention and control policies and procedures.</li> <li>&gt; Follow the principles of a sustainable working environment by following departmental greening initiatives.</li> <li>&gt; Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees and agency stated values.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/ Vocational Qualifications**

- > Certificate IV Aboriginal & Torres Strait Islander Primary Health Care (Practice) or equivalent.
- > Hold registration with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).

#### **Personal Abilities/Aptitudes/Skills:**

- > Identifies as an Aboriginal/Torres Strait Islander person.
- > Be known, respected and connected within Aboriginal communities and demonstrate an ability to work in a culturally sensitive and accountable manner, with Aboriginal and Torres Strait Islander individuals, families and communities and non-Aboriginal individuals, whilst maintaining a high degree of confidentiality.
- > Use initiative and work in an effective manner, setting priorities under limited direction, either as a member of a team or as a project leader and identify, analyse and resolve complex problems and conflict.
- > Conduct research, including accurately documenting work undertaken, and delivering clear and effective written reports.
- > Confidently lead, influence and promote the interests of Aboriginal and Torres Strait Islander clients within an acute health service delivery setting.

#### **Experience**

##### ***Proven experience in:***

- > Supporting Aboriginal and Torres Strait Islander clients to assist them to address their health needs.
- > Engagement activities, clinical health assessment, treatment, referral, psychosocial support and advocacy and associated record keeping for clients with a range of complex health issues.
- > Identifying and/or responding to disclosures of family violence and child protection matters in a culturally appropriate manner, with consideration for social and emotional well-being.
- > Planning, developing, implementing and delivering a range of projects and group work with a range of complexity that support self-management of health care.
- > Leading and guiding consultations and working collaboratively, as part of a multi-disciplinary team, incorporating Aboriginal and/or Torres Strait Islander and other communities, service providers and relevant stakeholders.
- > Providing guidance to non-Aboriginal and Torres Strait Islander staff in the context of service provision to Aboriginal clients, families and carers.

#### **Knowledge**

##### ***Well-developed knowledge and understanding of:***

- > Aboriginal and/or Torres Strait Islander cultures including family and community obligations, community structures and organisations; and the impact of past and present policies.
- > Historical and contemporary issues that affect the health and wellbeing of Aboriginal and/or Torres Strait Islander clients, including barriers for Aboriginal and/or Torres Strait Islander clients in accessing services and programs.
- > Chronic Disease and management.
- > Principles and practices of cultural safety and cultural security.
- > Clinical health care service approaches and health needs of Aboriginal and Torres Strait Islander community.
- > Knowledge and understanding of relevant legislation, standards, codes, ethics and competency standards.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Nil

### **Personal Abilities/Aptitudes/Skills:**

- > Nil

### **Experience**

- > Working with Aboriginal people with complex health needs in the community services sector in service/project planning, implementation and/or evaluation.

### **Knowledge**

- > Knowledge of the broader determinants of health that impact on the health and well-being of the community.
- > Knowledge of chronic disease, mental health, drug and alcohol, homelessness and family violence issues.
- > Knowledge of the South Australian Public Health System and administrative policies and practices of Community Health.

### Special Conditions:

- > A requirement of the role/s is that the applicant is Aboriginal and/or Torres Strait Islander pursuant to the exemption from the Equal Opportunity Act 1984 (SA).
- > The role requires Aboriginal and Torres Strait Islander expertise, cultural knowledge and life experience. Only Aboriginal and/or Torres Strait Islander applicants will be considered for the role.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory criminal and relevant history screening for child related work through the Screening Unit, Department of Human Services.
- > Criminal Screening and Relevant History screenings must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the *Child Safety (Prohibited Person) Act (2016)* or every 3 years thereafter from date of issue for 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* made in pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Child Safety (Prohibited Person) Act (2016).*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Information Privacy Principles Instruction.*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Commitment:**

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

### Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

## NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

**Version control and change history**

<b>Version</b>	<b>Date from</b>	<b>Date to</b>	<b>Amendment</b>
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021		Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated