

Position	Aboriginal Child and Maternal Care Coordinator
Classification	ASO5
Division	Aboriginal Health
Department / Section / Unit / Ward	Child and Maternal Health
Role reports to	Operationally: > Principal Project Officer, Aboriginal Maternal and Child Health Continuity of Care Protocol Program Professionally: > Director Operations, SALHN Aboriginal Health
CHRIS 21 Position Number P57112	Role Created / Review Date SALHN 2023-24-0571 18/08/2024
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Aboriginal Child and Maternal Care Coordinator works to test continuity of care across SALHN in 2024-25 through the Child and Maternal Continuity of Care Protocols Program (CCP Program). The CCP Program addresses and reinforces the priorities of Closing the Gap and Child and Maternal Health initiatives by focusing on how health system performance improvement can ensure that health care provided to Aboriginal people is well-organised, relationships are maintained, and information supports continuity of care regardless of how, where, and when patients choose to receive care.

The Aboriginal Child and Maternal Care Coordinator works in collaboration with a person's existing services and local service providers to ensure coordinated service delivery, provision of appropriate information and support to ensure continuity of care along the pregnancy or health journey of mothers of Aboriginal babies and Aboriginal children aged 0-4 years.

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

- > Reports operationally to the Principal Project Officer, Aboriginal Maternal and Child Health CCP Program
- > Reports professionally to the Director, Operations, SALHN Aboriginal Health
- > Maintains close working relationships with Senior Managers, Karpa Ngarrattendi Aboriginal Hospital Liaison Unit and Aboriginal Family Clinic.
- > Supports and works collaboratively with all members of the Aboriginal Health team and Aboriginal Health project officers.

External:

- > Maintains cooperative and productive working relationships with external stakeholders.
- > Works closely with Aboriginal and Torres Strait Islander communities in Southern Adelaide

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working appropriately and in a culturally respectful way with Aboriginal people where there are multiple complexities, diverse cultural backgrounds and expectations of clients.
- > Working collaboratively within the multidisciplinary teams and across LHNs and promotes communication processes to enable best patient/client outcomes.
- > Managing conflicting priorities and meeting demands in an ever-changing environment.
- > Working across multiple sites where necessary.

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

General Requirements

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

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.

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- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

Special Conditions

- > 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008 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.
- > May be required to work within other locations of the Southern Adelaide Local Health Network.
- > Some out of hours work may be required.
- > Support values consistent with the aims of the Region, including honesty, respect and integrity.
- > May be required to undertake a health assessment prior to commencement.
- > Appointment will be subject to a satisfactory Offender History Check.
- > A current Driver's Licence and the willingness to drive are essential.
- > Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.
- > In accordance with Sections 30(1), 52(1) and 103(1) of the Equal Opportunity Act 1984 only applicants of Aboriginal or Torres Strait Islander descent may apply.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Undertake care coordination for a small caseload across SALHN to support continuity of care across their health care journey, including support and advice for other members of the health care team. > Identifies and accesses appropriate referral pathways based on a person's needs and goals of care. > Liaises with families, carers, health practitioners, health care workers and others who may be involved in the provision of services to a mother of an Aboriginal baby or an Aboriginal child aged 0-4 years. > Encourages the active participation of patients and their families/carers in their assessment, and care coordination with regard to their pregnancy or a child's care. > Travels within South Australia to provide face-to-face services at the person's location (hospital, home or childcare facility) as indicated. > Collects care coordination activity data and continuity of care effort data, as well as maintaining relevant clinical documentation. > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
Support of health service systems	<ul style="list-style-type: none"> > Support the development and implementation of improvements to service delivery processes and support systems for Aboriginal babies and the mothers of Aboriginal babies and children up to 4 years of age. > Collaborate with project partners and key stakeholders within SALHN Aboriginal Health and Women's and Children's divisions. > Work with relevant internal and external stakeholders, including Aboriginal and Torres Strait Islander communities, to identify key issues impacting on continuity of care. > Coordinate, implement and evaluate CCP Program testing activities as required. > Collect data and information that will contribute to the provision of reports to the CCP Steering Committee and DHW. > Participate on relevant committees and working groups association with SALHN Aboriginal health. > Promote health initiatives and programs to Aboriginal and Torres Strait Islander people and referring them to other health professionals as appropriate. > Demonstrate non-smoking and encourage quit smoking behaviours. > Undertake Mandatory Notification reporting and follow-up regarding child protection issues.
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Participate in Counter Disaster activities, including attendance as required in training programs and exercises to develop the necessary skills required to participate in the event of a disaster and/or major disaster. > Contribute to the improvement in health, well-being, and positive participation of Aboriginal and Torres Strait islanders. > Respecting people, understanding cultural differences, is sensitive and values differences and builds a positive relationship with all stakeholders.

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- > Demonstrate best practice and a commitment to quality standards proactively identifying needs for improvement and showing initiative in meeting this improvement needs.
- > Contribute to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).
- > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.
- > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.
- > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to liaise, consult and engage in a culturally sensitive manner with the Aboriginal community, individuals and families with proven commitment to improving outcomes for Aboriginal people.
- > Demonstrated high level of interpersonal, written and verbal communication skills, including the ability to provide analytical commentaries and consultancy services to staff at all levels.
- > Demonstrated negotiation and consultation skills with proven ability to engage and develop effective partnerships with a range of stakeholders.
- > Proven ability to undertake research, analyse issues, problem solve and make recommendations.
- > Demonstrated ability to work under limited direction, both independently and as part of a team.
- > Ability to provide effective and sensitive advice and assistance to people experiencing multiple barriers to Health outcomes for Aboriginal and Torres Strait Islander people.
- > Ability to uphold confidentiality and privacy issues.
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Experience working with Aboriginal families to support positive health outcomes
- > Experience with the use and application of the Microsoft Office Suite of programs including: MS Word and MS Excel.
- > Experience in a mentoring, supporting or advocacy role.

Knowledge

- > Knowledge of the issues affecting the Aboriginal and Torres Strait Islander community, including Health service needs and Health service delivery for Aboriginal communities.
- > A knowledge of Aboriginal community resources that are available throughout the public and non-government sectors.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Demonstrated high level ability to use computer information systems and programs including database and spreadsheet software.

Experience

- > Proven experience in basic computing skills, including email and word processing.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge and understanding of the role of the region, its agencies, procedures, practices and policies with particular reference to issues relating to Aboriginal health and employment.
- > Understanding of employment support services available for Aboriginal people.
- > Knowledge of support services available to assist Aboriginal people in the Southern region.

Educational/Vocational Qualifications

- > Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice)
- > Diploma of Narrative Approaches for Aboriginal People
- > Aboriginal and Maternal Infant Care education

Other Details

- > Nil

Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

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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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Aboriginal Child and Maternal Care Coordinator in the Aboriginal Health Division and organisational context and the values of SA Health as described within this document.

Name

Signature

Date