

Role Description

Aboriginal Continuity of Care Coordinator – Child and Maternal Health - ASO5



Position Number	P58296	
Position Title	Aboriginal Continuity of Care Coordinator – Child and Maternal Health	
Classification Code	ASO5	
LHN	Flinders and Upper North Local Health Network (FUNLHN)	
Directorate	Aboriginal Health	
Location	Port Augusta	
Department/Unit/Ward	Aboriginal Health	
Position reports to	P24740 Director Aboriginal Health	
Delegation Level	No delegation	No delegation
Position Created/Reviewed	September 2023 / September 2024	
Criminal History Clearance Requirements	Working With Children Check (WWCC) (DHS) Unsupervised contact with vulnerable groups (NPC)	
Immunisation Risk Category	Category B	

Role Context

Primary objectives of role:

The Continuity of Care Coordinator - Child and Maternal Health is responsible for planning, coordinating and undertaking a range of functions and services that facilitate continuity of care for the patient journey across the SA Health System. The focus for the Continuity of Care Coordinator - Child and Maternal Health is on Aboriginal children 0-4 years old and Aboriginal and non-Aboriginal mothers of Aboriginal babies and the provision of a responsive liaison service between clients / patients and health services. The role coordinates consultations with consumers and other relevant stakeholders aimed at assessing the relative merits of service options based on individual needs and undertakes a range of data collection, document preparation and reporting functions.

Key Result Area and Responsibilities

Contribute to Child and Maternal Health Continuity of Consumer Care

- Plan, coordinate and undertake a range of functions and services which facilitate the patient journey of Aboriginal children 0-4 years old and Aboriginal and non-Aboriginal mothers of Aboriginal babies across the SA Health System.
- Provide a responsive liaison service between clients / patients and health services and coordinate consultations with consumers and other relevant stakeholders based on individual needs and aimed at assessing the relative merits of service options.
- Develop, implement and monitor processes to consult with stakeholders, gather information and keep consumers informed of medical appointments, reviews and bookings and where necessary assist with attendance and access.
- Provide advice and contribution to the planning, support and development of services and service systems which enable the achievement of positive outcomes for consumers.
- Maintain up to date consumer notes and any relevant documentation and ensure all official records created and/or received in the course of business are managed in accordance with documentation requirements.
- Develop and maintain appropriate data collection and reporting tools to identify, monitor and manage milestones and risks and prepare documents, professional correspondence and a range of regular and ad-hoc reports.
- Provide executive officer support to working parties, committees and advisory groups including taking minutes and contributing to the preparation of agenda items reports, briefing material and correspondence.
- Provide advice and assistance to the Director Aboriginal Health and the Team in the resolution of issues and the development of systems, procedures and protocols.

Relationship Management

- Work collaboratively with multi-disciplinary team members and other agencies to provide a consistent and coherent approach to continuity of care.
- Build partnerships with other staff and health agencies, including non-government and state government agencies, to ensure effective communication with consumers and health services and provide quality programs and health outcomes.
- Maintain confidentiality and privacy at all times, encourage consumer participation in decisions that affect them, and respect the clients' values and wishes, unless over-ridden by mandatory reporting obligations.
- Provide and promote prompt, courteous and culturally appropriate service to clients, families, carers and colleagues in a timely and efficient manner.
- Be aware of, and respect the needs of, colleagues.
- Contribute to opportunities for consumer participation and feedback on services provided and implement measures to improve the service.

Culturally appropriate services

- Support values that respect Aboriginal cultures, so that Aboriginal people are recognised as having a special connection with the State.
- Ensure the needs of all cultures are met through the provision of appropriate services.
- Engage and collaborate with recognised and appropriate Aboriginal agencies, individuals, and communities.
- Participate in the development of procedures and practices that promote equity.
- Contribute to the review of policies, procedures and practices that cause inequity.

Statutory and organisational requirements

- Comply with workplace policies and procedures.
- Participate in all activities associated with the management of workplace health and safety.
- Identify and report all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace.
- Comply with and apply a working knowledge and understanding of Infection Control policies and procedures.
- Utilise appropriate personal protective equipment.
- Promote awareness and compliance with Equal Employment Opportunity principles.
- Participate in personal development reviews.
- Actively promote and encourage quality principles across the health service that foster a culture of continuous quality improvement and service excellence linked to strategic, operational and departmental specific plans..
- Ensure cultural sensitivity is maintained by attending and contributing to Cultural awareness and cross-cultural training.

Knowledge, Skills and Experience

Essential Minimum Requirements

Educational/Vocational Qualifications

- NIL

Personal Abilities/Aptitudes/Skills

- Demonstrated capacity to display empathy and understanding in working with vulnerable people from varying cultures and backgrounds and to engage with Aboriginal organisations / community / consumers in a culturally appropriate manner.
- Well-developed interpersonal and written and verbal communication skills, and the ability to adapt style to appropriately suit health professionals and clients, and to liaise and negotiate effectively with a wide range of health professionals, human service agencies and community groups.
- Demonstrated ability to analyse and integrate contemporary information and evidence to support decision making, and select methods and techniques based on sound judgement.
- Demonstrated ability to work independently and as a member of a multidisciplinary team, under limited direction, and exercise judgement and delegated authority to determine priorities and respond to complex situations.

Experience

- Demonstrated experience planning, coordinating and undertaking a range of functions and services which facilitate the patient journey across a health system including providing a responsive liaison service between clients / patients and health services.
- Demonstrated experience working with Aboriginal organisations / communities / consumers and working in partnership with government agencies and community groups to deliver mutual outcomes.
- Demonstrated experience collecting data, maintaining and monitoring a wide range of data and information systems and processes, and preparing and analysing reports utilising the Microsoft Office Suite of products and Telehealth platforms.

Knowledge

- General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- Sound knowledge of health program administration practices and systems and the management of clients / patients according to best practice and an understanding of continuous quality improvement processes within a health care context.
- Knowledge of the principles of public health, social justice and primary health care and knowledge of the role and function of the SA Health regional Local Health Networks.

Desirable Characteristics

Educational/Vocational Qualifications

- A Certificate III or IV in Community Services or similar.
- A relevant tertiary qualification in health or a business related discipline.

Personal Abilities/Aptitudes/Skills

Experience

- Working with Aboriginal people with complex health needs across multiple services.

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.

Key Relationships/ Interactions:

Internal

- The role reports to the Aboriginal Health Project Officer – Child and Maternal Continuity of Care.
- Liaises with and maintains a close working relationship with Flinders and Upper North Local Health Network staff on a regular basis.
- Works collaboratively with staff of other Directorates, LHNs and key contacts.
- Collaborates with team members across a range of sites and services.

External

- Works and liaises with key external stakeholders including:
 - Private agencies
 - Pika Wiya Health Service Aboriginal Corporation

- Nunyara Aboriginal Health Service
- Aboriginal Communities and consumers throughout the FUNLHN
- Liaises with State and Commonwealth government agencies both regional and metropolitan.
- Liaises with health professionals, General Practitioners, and Non-Government agencies.

Direct reports:

- NIL

Challenges associated with role:

Major challenges currently associated with the role include:

- Establishing rapport and trust with clients / patients to facilitate a cooperative relationship, identify the unique needs of consumers, and support their access to services.
- Respecting and acknowledging the cultural and linguistic needs of consumers to design a service that best meets their needs and ensures equitable access to health services when and where it is required.
- Utilising and maintaining a variety of data and reporting systems and processes to gather information and prepare documentation and reports.
- Embracing, adapting and responding positively to change in a fast paced, unpredictable, complex environment.

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 National Police Certificate (NPC).
- Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- *Approved Aged Care Provider Positions* as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)* must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the *Disability Services Act 1993* must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- Risk-Assessed roles under the National Disability Insurance Scheme (NDIS) (*Practice Standards – Worker Screening Rules 2018*) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- 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.
- Must be an Australian Resident or hold a current working visa.

- 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements
- *Return to Work 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injuries / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- Meet immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination Policy*.
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse and Neglect'.
- 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.
- SA Health / FUNLHN / other relevant departmental policies, procedures and standards.

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.

Resilience:

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

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 statement:

FUNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. FUNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Performance development

It is your responsibility to actively participate in the Performance Review and 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 FUNLHN 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.

Partnering with Consumers

The Flinders and Upper North Local Health Network is committed to involving consumers, communities and carers in the planning, design and evaluation of our health services. We do this through (but not limited to) Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee, Health Advisory Councils, Community Network Register and with consumer representation on operational committees. Furthermore, advocacy and advice is sought as appropriate from specialist support group Experts by Experience and representatives for mental health, aged care, child and youth care, disability and other groups.

Organisational Context

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

Our legal entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health challenges

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

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.

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.

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

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

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Role Description Approval

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

Name: _____ **Role Title:** _____
Date: _____ **Signature:** _____

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: _____