



POSITION DESCRIPTION

Position Title	Care Coordination Worker – Integrated Team Care (ITC)
Reporting to	Health Services Manager
Liaises with internally	All Employees
Liaises with externally	Government Organisations, specialists, allied health, pathology, radiology.
Purpose of the position	<p>This position provides support and assistance to local Aboriginal people accessing SCMSAC services. The Care Coordination Worker is responsible for identifying barriers to access and in turn, implement solutions to identified barriers, including referrals, advocacy, transport services and follow-up support.</p> <p>The Care Coordination Worker will work collaboratively to coordinate multidisciplinary care and services for SCMSAC clients with significant chronic health issues. The Care Coordination Worker will operate within the guidelines of the Integrated Care program and will utilise existing infrastructure and partnerships.</p>
Selection Criteria	<p>Essential Criteria</p> <ul style="list-style-type: none"> • A comprehensive understanding of health issues impacting the lives of Aboriginal and Torres Strait islander people, with a strong commitment to improving health outcomes. • Demonstrated experience engaging effectively and sensitively with Aboriginal and Torres Strait Islander people. • Clinical understanding of chronic disease and provision of chronic disease services. • Demonstrated ability to work independently with confidence in exercising clinical judgement. • Demonstrated computer proficiency, including the use of all Microsoft Office applications and client record and data management systems. • Demonstrated ability to develop, maintain and strengthen partnerships with internal and external stakeholders. • Excellent communication skills as well as problem-solving skills. • Highly developed interpersonal skills including liaison, negotiation, and advocacy skills. • Highly developed organisational skills and the capacity to prioritise competing demands.

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	<ul style="list-style-type: none"> • Current National Police Check, Working with Children Check and Working with Vulnerable People Registration. • Current Drivers Licence. • Being vaccinated against Covid-19 is an inherent requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots. <p>Desirable Criteria</p> <ul style="list-style-type: none"> • *Aboriginality • Relevant tertiary qualifications as a Nurse, Aboriginal Health Worker or Allied Health professional.
Behaviours Required	<ol style="list-style-type: none"> 1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	<ol style="list-style-type: none"> 1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	<p>Day to Day / General</p> <ul style="list-style-type: none"> • Report and record all service details through the Program Monitoring Data Program (PMDP) – ITC, and provide accurate and timely information for ITC contract compliance, including preparation and completion of ITC reports in line with identified timeframes. • Ensure appropriate and accurate allocation of the Supplementary Services Funding occurs, as per the Supplementary Services operating guidelines, without exception. • Assist clients to access services in the Shoalhaven region, as well as supporting and enhancing the work of SCMSAC through the provision of care plans and coordination of access to additional culturally appropriate services required by clients.

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	<ul style="list-style-type: none"> • Attend at least three events/meetings with external Clinical Practices and/or Committees within the Shoalhaven area per quarter. • Prepare Medicare co-payments daily for clients that require a gap payment. • Liaise with appropriate SCMSAC staff to identify clients with chronic disease who require treatment or follow up care and provide assistance to develop an understanding of their chronic condition and its day-to-day management. • Support compliance with ITC contract terms, provide accurate and timely communication, including reporting, to Manager/Supervisor and funding bodies as necessary, in order to meet program requirements. • Monitor ITC clients monthly to ensure care plan is up to date. • Ensure that ITC clients receive prompt and regular communication e.g. referrals, transport services, advocacy, follow up care and links to other services. • Maintain a current database (shared with colleagues) to ensure business continuity during times of unexpected leave. • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Participate in relevant annual performance reviews. • Other duties as reasonably directed by the CEO or delegate. <p>Communication and Collaboration</p> <ul style="list-style-type: none"> • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. <p>Information Technology</p> <ul style="list-style-type: none"> • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. <p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits.

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	<ul style="list-style-type: none"> Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. <p>Child Safety</p> <ul style="list-style-type: none"> Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. <p>Workplace Health and Safety</p> <ul style="list-style-type: none"> Adhere to WHS obligations as outlined in our WHS Policies/Procedures. Comply with relevant PPE requirements for your role. Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

Name/Role	Signature	Date
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