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SA Health Job Pack

Job Title	Aboriginal Patient Pathways Officer
Job Number	497303
Applications Closing Date	10 February 2012
Region / Division	Country Health SA Local Health Network Inc
Health Service	Eastern Eyre and Far North Health Services
Location	Whyalla Hospital and Health Service
Classification (i.e. RN2)	ASO4
Job Status - (F/T, P/T, hours negotiable)	Full Time / Contract up to 5 years
Indicative Total Remuneration*	\$65,345 - \$68,327 per annum

Contact Details

Full name	Lisa Campbell
Job Title	Director Allied and Community Health
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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.



Government of South Australia
SA Health



JOB AND PERSON SPECIFICATION

Title Position: **Aboriginal Patient Pathway
Officer**

Agency: **Country Health SA**

Classification Code: **ASO4**

Type of Appointment: 1.0 FTE

Based on COAG funding

Division: Allied and Community Health
Branch: Whyalla Hospital & Health
Services

Section: COAG - Fixing the Gaps and
Improving the Patient Journey

Position Number: WH0361

Position Created:

Job & Person Specification Approval

All excluding executive level positions:

_____ / /
CE or delegate

PREAMBLE:

Country Health SA is committed to the process of Reconciliation between Aboriginal and non-Aboriginal South Australians; to the eradication of racism in the workplace and to definitive action to improve Aboriginal employment opportunities and advancement on all program and policy areas for which Country Health SA has responsibility.

Through the Commonwealth Government's *National Partnership Agreement on Closing the Gap in Indigenous Health Outcomes* Country Health SA in partnership with the metropolitan health regions will implement the Closing the Gaps and Improving Patient Journey Program by employing Aboriginal Patient Pathway Officers with the aim of enhancing the quality, safety and continuum of care for individual patients from Aboriginal and Torres Strait Islander backgrounds who are referred to metropolitan and country general hospitals.

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation's goals:

The Aboriginal Patient Pathways Officer will be a central contact within health units to assist in the transition care for Aboriginal and Torres Strait Islander people from Country SA who are embarking on patient journeys. The position will coordinate a consistent level of support, planning and monitoring of the patient journey from country and then back home by:

- Contributing to building resources and capacity of Health Services to prepare people from Aboriginal and Torres Strait Islander backgrounds for patient journeys.
- Utilising tools, resources and processes for successful patient journeys.
- Developing linkages with discharge team, Patient Liaison Nurse, Aboriginal Liaison Officer (this may vary from region to region) and where possible, participate in planning meetings.
- Identifying and working to address barriers to hospital and health system treatment.
- Identifying and working to address barriers within the hospital and health system.

The Aboriginal Patient Pathway Officer will be responsible for acting as a cultural broker assisting Aboriginal and Torres Strait Islander patients to access culturally appropriate transition care within mainstream and the Aboriginal Community Controlled sector.

The Aboriginal Patient Pathway Officer is responsible to the Director Allied & Community Health, Whyalla Hospital & Health Services, and provides reports to the Project Officer, Aboriginal Patient Journey, Country Health South Australia, Aboriginal Health Directorate for the effective implementation of the *COAG Fixing the Gaps and Improving Patient Journey Program*. The Aboriginal Patient Pathway Officer will be required to support in achieving the key outcomes with the aim to:

- Improve cultural security of services and practice within public hospital and health settings.
- Working in partnership with key stakeholders to increase the percentage of Aboriginal and Torres Strait Islander people with chronic disease developing and implementing a care plan.
- Working in partnership with key stakeholders:
 - to reduce hospitalisation of Aboriginal and Torres Strait Islander people with chronic disease by participating in rehabilitation programs;
 - to reduce the number of non attendees for Aboriginal and Torres Strait Islander people undergoing acute procedures.
- Increase the number of culturally appropriate transition care plans/procedures/best practice guidelines to reduce re-admissions.
- Increase implementation of cultural competency frameworks across the applicable health workforce.
- Provide data and commentary to support analysis of the impact of service delivery on metropolitan and regional locations.

2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the organisation).

The Project Officer Aboriginal Patient Pathways Officer reports to the Director Allied & Community Health.

The incumbent will have a close working relationship with Project Officer, Aboriginal Patient Journey and liaise with key Community Health staff and Aboriginal Community Controlled Health Services staff within other regions, Government agencies and non-Government organisations including Allied Health Professionals, and GP Clinic staff to support the effective implementation of the COAG Fixing the Gaps and Improving Patient Journey Program.

3. Special Conditions.

Travel:	Intrastate travel will be required. Interstate travel may be required.
Out-of-hours:	Some out of hours work may be required.
Location:	Whyalla Hospital Health Service.
Performance targets:	Must be prepared to undertake annual performance appraisals.
Conditions:	The appointee will be subject to a Criminal History check prior to confirmation of appointment. Must have a current valid driver's licence and a willingness to drive;

4. Statement of Key Outcomes and Activities (group into major areas of responsibility/activity and list in descending order of importance)

4.1 Coordinate the Patient Journey:

- Utilise key stakeholders involved in care coordination throughout the individual patient journey, including follow up care and supported transitions.
- Ensure appropriate information can be accessed for the patient at each point of care;
- In partnership with other service providers to develop standard patient pathways and assist to translate this for individual patients;
- Linking with non-government sectors: General Practices, Royal Flying Doctors Service, Ambulance services and other relevant Non-Government Organisations.
- Disseminate promotional material.
- Collect data and prepare regular reports to the Project Officer.

4.2 Partnerships & networks with key Aboriginal and mainstream health personnel:

- Develop networks with Aboriginal Health Directorates to ensure increased access to culturally sensitive and appropriate services and information to support the patient journey.
- Work in collaboration with Renal Health units and Mental Health Units in country and metropolitan hospitals.
- Work in collaboration with existing Aboriginal Liaison Officers within metropolitan or country health units; metropolitan and country and link with the existing Patient Liaison Network and Aboriginal Health Council of SA including the Aboriginal Community Controlled Health Services (ACCHS) and all relevant mainstream Health Service providers.
- Collaborate with Aboriginal Health Teams across regions, with a particular focus on Aboriginal Step Down Services in Adelaide, Port Augusta and Ceduna.
- Support the development of health literacy in conjunction with the Project Officer.

4.3 Operate with a high degree of autonomy:

- To gain knowledge and an understanding of the current direction in the Closing the Gap and Fixing the Patient Journey Program.
- In enhancing, initiating and establishing positive relationships with key stakeholders to ensure full understanding of the local services and cultural needs.
- Working with health services and other local services in establishing a resources manual.
- Exercise a high degree of decision making in the coordination of the patient journey.
- Collect data and report on measures to the Project Officer in a timely manner to meet the key objectives and outcomes of the COAG initiative.

5. Professional Accountabilities

- Comply with SA Public Sector Code of Ethics of Fair Information within the workplace and in the public domain.
- Behave consistently in accordance with CHSA guiding principles workplace values and directions.
- Participate in any performance management system.
- Adhere to the provisions of relevant legislation, policies, procedures, instructions and guidelines.
- Comply with all Occupational Health and Safety Provisions policies and strategies which result in a healthy and safe work environment.
- Ensure learning and development relevant to this role remains current.
- Maintain strict confidentiality regarding client/patient information, personal staff information, human resource and financial information and information of strategic importance to CHSA and its health units.

Approved by Line Manager: _____ / /

Acknowledged by Occupant: _____ / /

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications (include only those listed in *Commissioner's Standard 2, Attachment C* as an essential qualification for the specified classification group)

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment):

- Demonstrated ability to communicate to people of various cultures and backgrounds.
- Demonstrated ability to work in culturally appropriate and accountable ways with Aboriginal people, families and communities
- Demonstrated ability to work with clients in a non judgemental and non discriminatory manner
- Demonstrated ability to work effectively with vulnerable Aboriginal people and non Aboriginal people
- Demonstrated ability to organise own workload and priorities according to patient needs.
- Demonstrated ability in negotiation and problem solving.
- Demonstrated conflict management skills.
- Demonstrated effective interpersonal skills.
- Demonstrated effective communication skills both in written and verbal, including skills in keeping accurate, concise and confidential records.
- Ability to be assertive and use initiative.
- Ability to be self-motivated.
- Ability to evaluate outcomes against set measures and able to identify and implement improvements.
- Demonstrated ability to work as a member of a team and contribute to a spirit of team cooperation.
- Ability to use computing software packages and information systems.

Experience

- Experience in working in a health setting.
 - Demonstrated experience in working with people of Aboriginal and Torres Strait Islander backgrounds.
 - Proven experience in the coordination of effective communication processes, undertaking negotiation and conflict resolution.
 - Experience in working in a multidisciplinary team.
-

Knowledge

- Knowledge of Aboriginal culture, values and beliefs and an understanding of how these affect health and well being.
- Knowledge of the diversity of Aboriginal cultures and groups and the implications for this for health service provision.
- Knowledge of primary health care and hospital settings.
- Sound knowledge of key Aboriginal and non-Aboriginal services and agencies.
- Knowledge and understanding of the SA public health system and its operations including both government and non government agencies, with a particular focus on the needs of people from Aboriginal and Torres Strait Islander backgrounds accessing health services away from where they live in country South Australia.
- Knowledge of the principles of public administration and personnel management, including Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- Knowledge and understanding of the health reform agenda and CHSA strategic priorities.
- Knowledge and understanding of health and social issues affecting people in rural South Australia.

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications

Certificate III in Aboriginal and Torres Strait Islander Primary Health Care (Community Work) or
Certificate III in Community Service Work (Aboriginal Health) or equivalent

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment):

- Understanding of the patient journey to and from hospitals and complexities associated with this.
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Experience

- Experience working in health care industry.
 - Experience in working within rural/remote community settings.
 - Experience in data collection and report writing.
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Knowledge

Other Details

COMMITMENT TO WORKPLACE VALUES

The Department of Health values have an influence on the people we employ

Every organisation has values that govern the way people are treated and the way decisions are made. The Department's Strategic Plan identifies the values that guide our behaviours. These behaviours apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

The values behaviours that reflect **honesty, respect and integrity** from every individual. These values are used in day to day communication and interaction between all employees and are linked to the DHS Strategic Plan (2002 – 2005), the whole of government Code of Ethics, Performance Development, Job and Person Specifications and Department of Health Employment Conditions.

Department of Health Organisational Values are:

Honesty

We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the Department and with our consumers and partners by: saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.

Respect

We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the Department and with our consumers and partners by: treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.

Integrity

We show integrity by honouring our values and the rules of our department, government and nation. This is shown in our dealings within the department and with our consumers and partners by: doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

I _____ have the ability and commitment to behave consistently with the stated values of the Department of Health.

Signature

Please complete and return attached to your application to the nominated person

"The right people with the right skills in the right place at the right time"