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SA Health Job Pack

| | |
|---------------------------------------|-----------------------------------------------------------|
| Job Title | Client Pathway Coordinator - Purrinna Waiingga |
| Job Number | 500046 |
| Applications Closing Date | 3 February 2012 |
| Region / Division | Northern Adelaide Local Health Network |
| Health Service | Ambulatory & Primary Health Care Services |
| Location | Purrinna Waiingga |
| Classification | AHP2/ASO5 |
| Job Status | Full time temporary up to 31/12/2012 |
| Indicative Total Remuneration* | \$72,781 - \$81,431 – ASO5; \$74,997 - \$86,710 – AHP2 |

Contact Details

| | |
|----------------------|-------------------------------------------------------------|
| Full name | Lenore Chantrelle |
| Job Title | Regional Manager, Ambulatory & Primary Health Care Services |
| Phone number | 83428600 |
| Email address | Lenore.Chantrelle@health.sa.gov.au |

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.

NORTHERN ADELAIDE LOCAL HEALTH NETWORK

Ambulatory & Primary Health Care Directorate

POSITION DESCRIPTION

| POSITION DETAILS | |
|---------------------------------------------------|--------------------------------------------|
| Position Title: Client Pathway Coordinator | Classification: <u>AHP2</u> |
| Position No: | Reports To: Regional Manager |
| Type of Appointment: | Initial Location: Purrinna Waiingga |
| Date Prepared: <u>June 2010</u> | Position Review Date: June 2011 |

CONTEXT AND PURPOSE OF POSITION

Underpinning the Department of Health Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

The Department has a "Commitment to Workplace Values" attached to Job and Person Specifications that all staff are required to uphold. *(Please refer to the back of this document).*

Australia has one of the most culturally and ethnically diverse populations in the world. Having a diverse workforce (inclusive of bilingual, bi-cultural and employees who have a disability) can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

SA Health is a large and complex system aimed at ensuring access to quality, safe, complete and affordable health care for the residents of South Australia. Keeping South Australians healthy and caring for them when they are ill is a priority for the State Government. SA Health comprises the Department of Health and Local Health Networks (LHN). A significant area for development is the integration of services and activities to ensure a strategic, systematic approach to the delivery of services across Northern Adelaide Local Health Network.

Ambulatory and Primary Health Care (A&PHC) is responsible for primary health care and sub-acute services, including indigenous and women's health services and the development of new services under the GP Plus Health Care Strategy. A&PHC provides services directly, particularly to specific target groups such as Indigenous people, newly arrived refugees, women, children and families, and people with complex co morbidities and chronic conditions and other vulnerable groups, as well as working in partnership with other providers and organisations, particularly general practice.

The Client Pathway Coordinator will be expected to identify, develop and implement a range of strategies to improve the coordination of primary health care services for Aboriginal and Torres Strait Islander peoples living in South Australia with the aim to promote good health and reduce the burden of chronic disease.

The Client Pathway Coordinator is responsible for:

- developing streamlined referral and treatment pathways for Aboriginal and Torres Strait Islander people, to ensure appropriate and timely access to health support
- participating with existing professional networks across metropolitan health units
- actively promoting the take up of Well Health Checks
- incorporating case management into the development of improved client pathways
- developing linkages and pathways between Acute Care Services, Aboriginal Community Controlled Services and Primary

- Health Care Services through a collaborative model.
- ensuring services are patient centred and delivered, where appropriate, closer to where people live.

PROFESSIONAL ACCOUNTABILITIES

- Comply with SA Public Sector Code of Conduct and Code of Fair Information Practice within the workplace and in the public domain
- Behave consistently in accordance with NALHN 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 any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to AHS and its health units

POSITION SUMMARY *Explains why this position exists and adds value to NALHN and its clients/patients.*

| Outcomes | Strategies |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create Vision and Create Ownership | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the development of an inspiring, relevant vision for the Ambulatory & Primary Health Care Directorate and influence others to share ownership of these goals to create an effective work environment <input type="checkbox"/> Provide leadership and contribute to strategic policy development and service improvement initiatives |
| Plan Strategically | <ul style="list-style-type: none"> <input type="checkbox"/> Support the planning process and improve the strategic performance to ensure the Ambulatory & Primary Health Care Directorate moves towards its vision |
| Develop People | <ul style="list-style-type: none"> <input type="checkbox"/> Develop people through empowering effective communication, motivating and creating a work environment that promotes life long learning, diversity, mutual trust and respect |
| Manage Resources | <ul style="list-style-type: none"> <input type="checkbox"/> Ensure that resources including human resources, financial physical, technological and information requirements are available and effectively deployed to meet organisational and customer needs and maintained sustained product and /or service delivery |
| Promote and Achieve Quality Customer | <ul style="list-style-type: none"> <input type="checkbox"/> Develop a quality-focussed Primary Health Care environment through promoting, delivery and evaluation of high quality customer service, |

| | |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Outcomes | <p>customer products and service standards</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lead, motivate and inspire team members to achieve excellence in service provision <input type="checkbox"/> Ensure the maintenance of clients rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate |
| Manage Relationships | <ul style="list-style-type: none"> <input type="checkbox"/> Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies |
| Increase Self Awareness and Self Management | <ul style="list-style-type: none"> <input type="checkbox"/> Increase self awareness of own strengths and development needs and act to improve ones performance based on this knowledge and through life long learning. <input type="checkbox"/> Acts with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others |
| Innovation | <ul style="list-style-type: none"> <input type="checkbox"/> Foster a creative and innovative work environment across the Ambulatory & Primary Health Care Directorate |
| Reconciliation and Cultural Diversity | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders <input type="checkbox"/> Value and respect cultural diversity of culturally and linguistically diverse people. |

| POSITION LEADERSHIP | | |
|-----------------------------------------------------------|---------------------------------------------------------|--|
| Positions directly led | <ul style="list-style-type: none"> • N/A | |
| Positions technically led | <ul style="list-style-type: none"> • N/A | |
| Total numbers of employees under span of control | | |
| Approved operating budget (current financial year) | | |

| KEY CHALLENGES <i>Lists ongoing challenges not adhoc problems</i> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <input type="checkbox"/> Understand the requirements of this position in meeting NALHN service objectives and broader health outcomes <input type="checkbox"/> Understand and respect diversity in culture, gender, social backgrounds and race within the workplace and in the broader community |

| KEY RESULT AREA) | PERFORMANCE OBJECTIVE | KEY PERFORMANCE INDICATOR |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| NALHN Strategic Priorities <ul style="list-style-type: none"> • Primary Health • Mental Health • Aboriginal Health • Hospital Services | Contribute to the implementation of best practice operations and service delivery which supports the strategic objectives of NALHN and the broader SA Health reform agenda | Application and adherence to best practice operations and service delivery |
| Planning | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the development of improved Primary health care coordination <input type="checkbox"/> Explore various strategies that currently are working well with Aboriginal people <input type="checkbox"/> Develop integrated client pathways through the Aboriginal primary health care service systems | Evidence of research into best practice strategies Pathways developed and documented |

| KEY RESULT AREA) | PERFORMANCE OBJECTIVE | KEY PERFORMANCE INDICATOR |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project management | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the development, implementation and coordination of the Aboriginal Client Pathways <input type="checkbox"/> Identify key stakeholders involved in primary health care support for Aboriginal clients <input type="checkbox"/> Prepare reports and briefings to relevant stakeholders | <ul style="list-style-type: none"> Development of coordinated approach to patient Timely delivery of project outcomes Effective community consultation strategy implemented Successful project management processes |
| Effectively manage the triage and referral processes | <ul style="list-style-type: none"> <input type="checkbox"/> Receive and triage referrals from internal and external stakeholders; <input type="checkbox"/> Assessing patients/clients needs, plan, implement and coordinate appropriate service options and communicate changes in conditions and care; <input type="checkbox"/> Ensure case management plans are developed and in place for patients/clients; <input type="checkbox"/> Coordinating services including those of other agencies as required to meet individual health care needs; <input type="checkbox"/> Contribute to the development of a process for referral for Aboriginal & Torres Strait Islander clients which minimises the amount of disruption and time spent waiting between the separate phases of treatment. <input type="checkbox"/> Disseminate service information on a regular basis to key stakeholders <input type="checkbox"/> Working within and promoting a client and family centred model of care. | <ul style="list-style-type: none"> Evidence of efficient and effective patient flow Evidence of service coordination Referrer satisfaction with service Patient/Client satisfaction Care plans in place Successful negotiations |
| Effectively manage triage, discharge and referral processes | <ul style="list-style-type: none"> <input type="checkbox"/> Manage patient flow activities across Aboriginal primary health care services <input type="checkbox"/> Support patient/client discharge from acute services to sub acute and primary care services | <ul style="list-style-type: none"> Patient/client and family member satisfaction |
| Coordinate the interface between referral services and service providers | <ul style="list-style-type: none"> <input type="checkbox"/> Develop relationships with service providers <input type="checkbox"/> Provide initial care coordination planning with the referring service | <ul style="list-style-type: none"> Evidence of relationships established Referrer and service provider satisfaction |

REPORTING/WORKING RELATIONSHIPS/INTERACTIONS

- Accountable to the Regional Manager
- Maintains cooperative and productive working relationships with all members of the health care team
- Liaise with appropriate services and other relevant program areas including government services and non government agencies
- Establish working relations and interact with Health Units within NALHN, the SA Health and other government and non-government stakeholders

OHS&W

Employees responsibility under OHS&W Act

- As an employee of this organisation, the incumbent is required to follow defined OHS&W policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the work place
- Follow workplace OHS policies and procedures when performing tasks
- Report all hazards, incidents, injuries and unsafe work practices in the workplace to your supervisor

AUTHORITY TO ACT*Explains what matters can be acted on without referring to others*

The occupant of this position is authorised within delegated authority to

- Use prudent management to implement local and regional plans within delegated authority

SPECIAL CONDITIONS

- Some out of hours work may be required
- Intra state travel will be required
- Some periods of time will be spent in rural settings
- Interstate travel may be required
- Must have a current, valid and unencumbered driver's licence
- May be required to work at any site within the Watto Purrinna Aboriginal health service

SECTION B: EMPLOYEE CAPABILITY PROFILE

This section outlines the performance criteria (behavioural and professional/technical) that enables the successful performance of the duties of this position and reflects a commitment to NALHN core values and capabilities.

BEHAVIOURAL CAPABILITIES*These capabilities and associated behavioural characteristics are essential in fulfilling the requirements of this position.*

| Capabilities | Behavioural Characteristics |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results Focus | <ul style="list-style-type: none"> <input type="checkbox"/> Has clear goals and expectations in accordance with organisational directions and achieves performance objectives <input type="checkbox"/> Reviews performance, maintains alignment with organisational priorities <input type="checkbox"/> Problem solves effectively by gathering and analysing appropriate information and assisting in achieving satisfactory solutions |
| Professional Accountability | <ul style="list-style-type: none"> <input type="checkbox"/> An effective role model, demonstrating integrity, ethical standards, and work performance that is consistently of the highest standard <input type="checkbox"/> Accepts professional and personal accountability for own actions and behaviours and how this impacts on others <input type="checkbox"/> Actions and decisions are transparent and consistent <input type="checkbox"/> Uses organisational resources effectively and efficiently <input type="checkbox"/> Aware of impact of self on others, manages own emotions and assists others to do the same, especially in times of change <input type="checkbox"/> Displays personal energy and enthusiasm and maintains a positive outlook even when faced with difficult situations or environments <input type="checkbox"/> Consistently demonstrates a 'can-do' attitude |
| Communication and Interpersonal Relationship | <ul style="list-style-type: none"> <input type="checkbox"/> Presents information both verbally and in writing in a clear and professional manner <input type="checkbox"/> Persuades others and sells the benefits of ideas and projects by effectively overcoming objections and influencing at the appropriate level <input type="checkbox"/> Understands different roles and perspectives within the organisation <input type="checkbox"/> Respects people, understanding cultural difference, is sensitive and values differences and builds a positive relationship with all stakeholders <input type="checkbox"/> Resolves interpersonal differences constructively and professionally to ensure no adverse consequences to the quality of internal and external client service or the working relationship <input type="checkbox"/> Builds effective relationships with other employees |

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| Client Service Focus | <ul style="list-style-type: none"> <input type="checkbox"/> Utilises effective questioning skills and a consultative approach to accurately interpret the needs of customers (internal and external to the organisation) and demonstrates effective problem solving skills to provide a flexible service that meets these needs <input type="checkbox"/> Understands customer requirements and delivers services at a high standard in a responsive and timely manner <input type="checkbox"/> Demonstrates empathy and understanding of clients from diverse, cultural, ethnic and social backgrounds |
| Team Focus | <ul style="list-style-type: none"> <input type="checkbox"/> Becomes part of, and promotes a team environment by showing respect, and acknowledging and validating other team members <input type="checkbox"/> Enhances team's effectiveness by taking ownership of team issues and goals <input type="checkbox"/> Actively builds trust, rapport and motivates team members to achieve goals <input type="checkbox"/> Contributes and shares knowledge and skills with others |
| Continuous Improvement | <ul style="list-style-type: none"> <input type="checkbox"/> Consistently demonstrates best practice and a commitment to quality standards, proactively identifies needs for improvement and shows initiative in meeting these improvement needs <input type="checkbox"/> Defines standards and values and embeds continuous improvement into areas of responsibility <input type="checkbox"/> Seeks feedback and acts on opportunities for continuous personal and professional development |

PROFESSIONAL/TECHNICAL CAPABILITIES*Qualifications, Experience, Skills and Knowledge required to fulfil the requirements of this position***Qualifications****Essential**

A degree level qualification in the relevant discipline to a standard accepted by the Chief Executive.

Skills/Experience/Knowledge*Essential***Skills**

- Demonstrated ability to work effectively with Aboriginal & Torres Strait Islander peoples.
- Demonstrated ability to advocate effectively for Aboriginal & Torres Strait Islander peoples to Government and community service organisations.
- Demonstrated ability to communicate and work collaboratively with stakeholders from a variety of professional and organisational backgrounds both verbally and in writing.
- Proven ability to analyse complex issues, isolate essential aspects and initiate, develop and pursue innovative and practical strategic and holistic solutions.
- Proven ability to develop, implement, administer and evaluate processes to achieve successful outcomes within set time frames.
- Demonstrated ability to work with minimum direction and supervision and to accept personal accountability for and continually seek to improve the quality of own performance.

Experience

- Demonstrated experience engaging and working with Aboriginal & Torres Strait Islander communities, Aboriginal Health Sector service providers and other health care related agencies, programs and initiatives.
- Demonstrated experience in project and planning work involving both teamwork and individual effort.
- Experience in health service needs analysis, design and implementation, including workforce development needs.
- Experience in facilitating and supporting consumer and community participation in program development and implementation.
- Experience in managing budgets efficiently.
-

Knowledge

- Understanding of South Australian Aboriginal and Torres Strait Island people's cultural and health issues.
- Understanding of Aboriginal and Torres Strait Island peoples communities and kinship structures.
- Knowledge and understanding of process design and methodologies and evaluation principles as they apply in health services.
- Sound knowledge and understanding of the SA public health system and its operations.
- Knowledge and understanding of Government and non-government health related agencies, structures, relationships and cultures.
- Knowledge of the principles of public administration and personnel management, including Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- Knowledge of health service reform within or beyond the public sector.
- Understanding of emerging directions within the health service industry in South Australia, nationally and internationally.

| | | | |
|-------------------------------------------|--------------|-------------|--------|
| Approved By Executive Director | (Print Name) | (Signature) | (Date) |
|-------------------------------------------|--------------|-------------|--------|

| | | | |
|-----------------------------------------|--------------|-------------|--------|
| Agreed By Position Incumbent | (Print Name) | (Signature) | (Date) |
|-----------------------------------------|--------------|-------------|--------|

Ambulatory & Primary Health Care Directorate

POSITION DESCRIPTION

| POSITION DETAILS | |
|---------------------------------------------------|--------------------------------------------|
| Position Title: Client Pathway Coordinator | Classification: <u>ASO5</u> |
| Position No: | Reports To: Regional Manager |
| Type of Appointment: | Initial Location: Purrinna Waiingga |
| <u>Date Prepared:</u> June 2010 | Position Review Date: June 2011 |

| CONTEXT AND PURPOSE OF POSITION |
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|----------------------------------------|

SA Health is a large and complex system aimed at ensuring access to quality, safe, complete and affordable health care for the residents of South Australia. Keeping South Australians healthy and caring for them when they are ill is a priority for the State Government. The health system is currently undergoing significant structural reform whereby Regional Boards have been abolished and an executive management model of governance is being adopted. This will result in more direct and simpler governance arrangements for the health system. SA Health comprises of the Department of Health and three metropolitan health regions and 1 country health region. The Chief Executive of Department of Health reports directly to the Minister for Health and has overarching responsibility for the performance of the health system as a whole. The Department of Health has a central role in facilitating and monitoring an affordable, sustainable strategy for South Australia Health. This strategy should guide and assist local managers and clinicians in their decisions about local services. The four Health Regions, SA Ambulance Services and the Repatriation General Hospital are governed by Chief Executive Officers who are responsible to the Chief Executive of the Department of Health for the local translation and implementation of government strategy. Local Northern Adelaide Health Service is one of three metropolitan health regions. In line with the governance changes at a Statewide level the Region has five service directorates (Acute & Specialist Services, Mental Health, Ambulatory & Primary Health Care, Statewide Services, SA Pathology), and six support directorates (Chief Medical Officer, Nursing, Allied Health & Patient Care, ATSI Health, Finance & ICT, Human Resources & Organisational Development, Business Development, Planning & Performance). A significant area for development is the integration of services and activities so as to ensure a strategic, systematic approach to the delivery of services across Local Northern Adelaide Health Service. The A&PHCD is responsible for 13 community health centres (including two indigenous and two women's health centres), several other service sites and prison health services (state-wide). In addition, the A&PHCD is involved in the development of new services under the GP Plus Health Care Initiatives (GP Plus networks), health promotion and transitional care programs. The directorate has approximately 750 staff and a recurrent budget of approximately \$40 million. A&PHCD provides services directly, particularly to specific target groups such as women, children, Indigenous people and other vulnerable groups, as well as working in partnership with other providers and organisations, particularly general practice.

The Client Pathway Coordinator will be expected to identify, develop and implement a range of strategies to improve the coordination of primary health care services for Aboriginal and Torres Strait Islander peoples living in South Australia with the aim to promote good health and reduce the burden of chronic disease.

The Client Pathway Coordinator is responsible for:

- developing streamlined referral and treatment pathways for Aboriginal and Torres Strait Islander people, to ensure appropriate and timely access to health support
- participating with existing professional networks across metropolitan health units
- actively promoting the take up of Well Health Checks
- incorporating case management into the development of improved client pathways
- developing linkages and pathways between Acute Care Services, Aboriginal Community Controlled Services and Primary Health Care Services through a collaborative model.
- ensuring services are patient centred and delivered, where appropriate, closer to where people live.

PROFESSIONAL ACCOUNTABILITIES

- Comply with SA Public Sector Code of Conduct and Code of Fair Information Practice within the workplace and in the public domain
- Behave consistently in accordance with LNAHS 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 any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to LNAHS and its health units

POSITION SUMMARY

Explains why this position exists and adds value to LNAHS and its clients/patients.

| Outcomes | Strategies |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create vision and create ownership | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the development of an inspiring, relevant vision for the Primary Health Care Directorate and influence others to share ownership of these goals in order to create an effective work environment <input type="checkbox"/> Provide contribute to strategic policy development and service improvement initiatives |

| | |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plan strategically | <input type="checkbox"/> Support the planning process and improves the strategic performance to ensure the Primary Health Care Directorate moves towards its vision |
| Develop people | <input type="checkbox"/> Develop people through empowering effective communication, motivating and creating a work environment that promotes life long learning, diversity, mutual trust and respect |
| Manage Resources | <input type="checkbox"/> Assist in ensuring that resources including human resources, financial physical, technological and information requirements are available and effectively deployed to meet organisational and customer needs and maintained sustained product and /or service delivery |
| Promote and achieve quality customer outcomes | <input type="checkbox"/> Develop a quality-focussed Primary Health Care environment through promoting, delivery and evaluation of high quality customer service, customer products and service standards <input type="checkbox"/> Motivate and inspire team members to achieve excellence in service provision <input type="checkbox"/> Ensure the maintenance of clients rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate |
| Manage relationships | <input type="checkbox"/> Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies |
| Increase self awareness and self management | <input type="checkbox"/> Increase self awareness of own strengths and development needs and act to improve ones performance based on this knowledge and through life long learning. <input type="checkbox"/> Acts with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others |
| Innovation | <input type="checkbox"/> Foster a creative and innovative work environment across the Primary Health Care Directorate |
| Reconciliation and Cultural diversity | <input type="checkbox"/> Contributes to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders <input type="checkbox"/> Valuing and respecting cultural diversity of culturally and linguistically diverse people. |

| POSITION LEADERSHIP | | |
|-----------------------------------------------------------|-----|--|
| Positions directly led | • 0 | |
| Positions technically led | • 0 | |
| Total Numbers of employees under span of control | 0 | |
| Approved operating Budget (current financial year) | | |

KEY CHALLENGES

Lists ongoing challenges not adhoc problems

- Understanding the requirements of this position in meeting LNAHS service objectives and broader health outcomes
- Understanding and respecting diversity in culture, gender, social backgrounds and race within the provision of services, the workplace and in the broader community.

| KEY RESULT AREA) | PERFORMANCE OBJECTIVE | KEY PERFORMANCE INDICATOR |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LNAHS Strategic Priorities <ul style="list-style-type: none"> • Primary Health • Mental Health • Aboriginal Health • Hospital Services | Contribute to the implementation of best practice operations and service delivery which supports the strategic objectives of LNAHS and the broader SA Health reform agenda | Application and adherence to best practice operations and service delivery |
| Planning | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the development of improved Primary health care coordination <input type="checkbox"/> Explore various strategies that currently are working well with Aboriginal people <input type="checkbox"/> Develop integrated client pathways through the Aboriginal primary health care service systems | Evidence of research into best practice strategies Pathways developed and documented |
| Project management | <ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the development, implementation and coordination of the Aboriginal Client Pathways <input type="checkbox"/> Identify key stakeholders involved in primary health care support for Aboriginal clients <input type="checkbox"/> Prepare reports and briefings to relevant stakeholders | Development of coordinated approach to patient Timely delivery of project outcomes Effective community consultation strategy implemented Successful project management processes |
| Effectively manage the triage and referral processes | <ul style="list-style-type: none"> <input type="checkbox"/> Receive and triage referrals from internal and external stakeholders; <input type="checkbox"/> Assessing patients/clients needs, plan, implement and coordinate appropriate service options and communicate changes in conditions and care; <input type="checkbox"/> Ensure case management plans are developed and in place for patients/clients; <input type="checkbox"/> Coordinating services including those of other agencies as required to meet individual health care needs; <input type="checkbox"/> Contribute to the development of a process for referral for Aboriginal & Torres Strait Islander clients which minimises the amount of disruption and time spent waiting between the separate phases of treatment. <input type="checkbox"/> Disseminate service information on a regular basis to key stakeholders <input type="checkbox"/> Working within and promoting a client and family centred model of care. | Evidence of efficient and effective patient flow Evidence of service coordination Referrer satisfaction with service Patient/Client satisfaction Care plans in place Successful negotiations |
| Effectively manage triage, discharge and referral processes | <ul style="list-style-type: none"> <input type="checkbox"/> Manage patient flow activities across Aboriginal primary health care services <input type="checkbox"/> Support patient/client discharge from acute services to sub acute and primary care services | Patient/client and family member satisfaction |
| Coordinate the interface between referral services and service providers | <ul style="list-style-type: none"> <input type="checkbox"/> Develop relationships with service providers <input type="checkbox"/> Provide initial care coordination planning with the referring service | Evidence of relationships established Referrer and service provider satisfaction |

REPORTING/WORKING RELATIONSHIPS/INTERACTIONS

- Accountable to the Regional Manager

- Maintains cooperative and productive working relationships with all members of the health care team
- Liaise with appropriate services and other relevant program areas including government services and non government agencies
- Establish working relations and interact with Health Units within LNAHS, the SA Health and other government and non-government stakeholders

OHS&W

Employees responsibility under OHS&W Act

- As an employee of this organisation, you are required to follow defined OHS&W policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the work place
- Follow workplace OHS policies and procedures when performing tasks
- Report all hazards, incidents, injuries and unsafe work practices in the workplace to your supervisor

AUTHORITY TO ACT

Explains what matters can be acted on without referring to others

The occupant of this position is authorised within delegated authority to

- Use prudent management to implement local and regional plans within delegated authority
- Manage the units human resource, financial resources and assets
- Approve the expenditure of monies within approved operating budgets and delegations

PERSONAL ATTRIBUTES

Describes the personal attributes to successfully perform this position

| Attributes | Description |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ▪ Adaptability | <input type="checkbox"/> Maintains effectiveness when experiencing changes in work tasks or the work environment: adjusts effectively to work within work structures, processes, requirements, or cultures |
| ▪ Appropriate Person | <input type="checkbox"/> Has and maintains a personal record free of inappropriate or criminal activity |
| ▪ Energy | <input type="checkbox"/> Consistently maintains high levels of activity or productivity: operating with vigour, effectiveness and determination over extended periods of time |
| ▪ Stress tolerance | <input type="checkbox"/> Maintains stable performance handling work place pressure in a manner which is acceptable to others and the organisation |
| ▪ Fitness for work | <input type="checkbox"/> Maintains level of physical and psychological fitness appropriate to this role |

SPECIAL CONDITIONS

- Some out of hours work may be required
- Intra state travel will be required
- Some periods of time will be spent in rural settings
- Interstate travel may be required
- Must have a current, valid and unencumbered driver's licence
- May be required to work at any site within the Local Northern Adelaide Health Service

SECTION B: EMPLOYEE CAPABILITY PROFILE

This section outlines the performance criteria (behavioural and professional/technical) that enables the successful performance of the duties of this position and reflects a commitment to LNAHS core values and capabilities.

BEHAVIOURAL CAPABILITIES

These capabilities and associated behavioural characteristics are essential in fulfilling the requirements of this position.

| Capabilities | Behavioural Characteristics |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results Focus | <ul style="list-style-type: none"> <input type="checkbox"/> Has clear goals and expectations in accordance with organisational directions and achieves performance objectives <input type="checkbox"/> Reviews performance, maintains alignment with organisational priorities <input type="checkbox"/> Problem solves effectively by gathering and analysing appropriate information and assisting in achieving satisfactory solutions |
| Professional Accountability | <ul style="list-style-type: none"> <input type="checkbox"/> An effective role model, demonstrating integrity, ethical standards, and work performance that is consistently of the highest standard <input type="checkbox"/> Accepts professional and personal accountability for own actions and behaviours and how this impacts on others <input type="checkbox"/> Actions and decisions are transparent and consistent <input type="checkbox"/> Uses organisational resources effectively and efficiently <input type="checkbox"/> Aware of impact of self on others, manages own emotions and assist others to do the same, especially in times of change <input type="checkbox"/> Displays personal energy and enthusiasm and maintains a positive outlook even when faced with difficult situations or environments <input type="checkbox"/> Consistently demonstrates a 'can-do' attitude |
| Communication and Interpersonal Relationship | <ul style="list-style-type: none"> <input type="checkbox"/> Presents information both verbally and in writing in a clear and professional manner <input type="checkbox"/> Persuades others and sells the benefits of ideas and projects by effectively overcoming objections and influencing at the appropriate level <input type="checkbox"/> Understand different roles and perspectives within the organisation <input type="checkbox"/> Respects people, understanding cultural difference, is sensitive and values differences and builds a positive relationship with all stakeholders <input type="checkbox"/> Resolves interpersonal differences constructively and professionally to ensure no adverse consequences to the quality of internal and external client service or the working relationship <input type="checkbox"/> Builds effective relationships with other employees |
| Client Service Focus | <ul style="list-style-type: none"> <input type="checkbox"/> Utilises effective questioning skills and a consultative approach to accurately interpret the needs of customer's (internal and external to the organisation) and demonstrates effective problem solving skills to provide a flexible service that meets these needs <input type="checkbox"/> Understanding customer requirements and delivers services at a high standard in a responsive and timely manner <input type="checkbox"/> Demonstrates empathy and understanding of clients from diverse, cultural, ethnic and social backgrounds |
| Team Focus | <ul style="list-style-type: none"> <input type="checkbox"/> Becomes part of, and promotes a team environment by showing respect, and acknowledging and validating other team members <input type="checkbox"/> Enhances team's effectiveness by taking ownership of team issues and goals <input type="checkbox"/> Actively builds trust, rapport and motivates team members to achieve goals <input type="checkbox"/> Contributes and shares knowledge and skills with others |
| Continuous Improvement | <ul style="list-style-type: none"> <input type="checkbox"/> Consistently demonstrates best practice and a commitment to quality standards, proactively identifying needs for improvement and showing initiative in meeting these improvement needs <input type="checkbox"/> Defines standards and values and embeds continuous improvement into areas of responsibility <input type="checkbox"/> Seeks feedback and acts on opportunities for continuous personal and professional development |

PROFESSIONAL/TECHNICAL CAPABILITIES

Qualifications, Experience, Skills and Knowledge required to fulfil the requirements of this position

Qualifications

Essential

Skills/Experience/Knowledge

Essential

Skills

- Demonstrated ability to work effectively with Aboriginal & Torres Strait Islander peoples.
- Demonstrated ability to advocate effectively for Aboriginal & Torres Strait Islander peoples to Government and community service organisations.
- Demonstrated ability to communicate and work collaboratively with stakeholders from a variety of professional and organisational backgrounds both verbally and in writing.
- Proven ability to analyse complex issues, isolate essential aspects and initiate, develop and pursue innovative and practical strategic and holistic solutions.
- Proven ability to develop, implement, administer and evaluate processes to achieve successful outcomes within set time frames.
- Demonstrated ability to work with minimum direction and supervision and to accept personal accountability for and continually seek to improve the quality of own performance.

Experience

- Demonstrated experience engaging and working with Aboriginal & Torres Strait Islander communities, Aboriginal Health Sector service providers and other health care related agencies, programs and initiatives.
- Demonstrated experience in project and planning work involving both teamwork and individual effort.
- Experience in health service needs analysis, design and implementation, including workforce development needs.
- Experience in facilitating and supporting consumer and community participation in program development and implementation.
- Experience in managing budgets efficiently.
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Knowledge

- Understanding of South Australian Aboriginal and Torres Strait Island people's cultural and health issues.
- Understanding of Aboriginal and Torres Strait Island peoples communities and kinship structures.
- Knowledge and understanding of process design and methodologies and evaluation principles as they apply in health services.
- Sound knowledge and understanding of the SA public health system and its operations.
- Knowledge and understanding of Government and non-government health related agencies, structures, relationships and cultures.
- Knowledge of the principles of public administration and personnel management, including Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- Knowledge of health service reform within or beyond the public sector.
- Understanding of emerging directions within the health service industry in South Australia, nationally and internationally.

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| Approved By Executive Director | (Print Name) | (Signature) | (Date) |
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| Agreed By Position Incumbent | (Print Name) | (Signature) | (Date) |
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