

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Chronic Disease Coordinator, Aboriginal Health
Job Number	498279
Applications Closing Date	10 February 2012
Region / Division	Country Health SA Local Health Network Inc
Health Service	Yorke and Mid North Health Service
Location	Port Pirie
Classification (i.e. RN2)	RN/M2; AHP2
Job Status - (F/T, P/T, hours negotiable)	Full Time / Ongoing
Indicative Total Remuneration*	RN/M2 \$85,519 AHP2 \$74,997 per annum RN/M2 \$95,121 AHP2 \$86,710 per annum

Contact Details

Full name	Barbara Daw
Job Title	Aboriginal Health Team Leader
Phone number	86384 789
Email address	barbara.daw@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.



Government of South Australia
SA Health



JOB AND PERSON SPECIFICATION

Position Title: **Chronic Disease Coordinator, Aboriginal Health**

Classification Code: **Registered Nurse/Midwife Level 2**

Division: Mid North Cluster
Branch: Community and Allied
Health Services Division

Type of Appointment:

- Ongoing
- Temporary
- Other Term

Section: Aboriginal Health
Position Number:
Position Created:

Job & Person Specification Approval

CE or delegate

___/___/___

PREAMBLE:

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 bi-lingual, 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.

JOB SPECIFICATION

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

In the course of fulfilling the role of Chronic Disease Coordinator, Aboriginal Health, the Associate Clinical Service Coordinator provides specific support to the Aboriginal Health Team Leader in the leadership of nurses/midwives in the unit.

The Chronic Disease Coordinator is responsible for the development, implementation and ongoing review of a model of care to improve the prevention, early detection and management of chronic disease in Aboriginal people in the Mid North while working within and achieving the overall objectives of the *Healthy for Life* Program in line with the Healthy for Life Action Plan for the Mid North.

The Chronic Disease Coordinator promotes the health needs and issues of Aboriginal people through the planning, implementation and ongoing evaluation of culturally appropriate health promotion activities and education programs and works in collaboration with a range of key stakeholders, including, but not limited to, the Aboriginal Health Team and *Healthy for Life* project staff, General Practitioners, diabetes nurse educators, allied health practitioners and other workers providing services to Aboriginal people to progress and address achievement of the key priority areas as detailed in the *Healthy for Life* Program. The Chronic Disease Coordinator is required to utilise a project planning approach that encompasses planning, development, implementation and evaluation through consultation and negotiation with a diverse range of stakeholders and assist the System Design and Information Management Project Officer, other staff and stakeholders in the collection, sharing and management of client data while utilising personal knowledge and experience of Aboriginal culture and health issues to contribute to addressing chronic disease issues of Aboriginal people.

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 Chronic Disease Coordinator, Aboriginal Health:

- Reports to the Aboriginal Health Team Leader for matters that are not related to nursing practice.
- Receives line supervision from the Aboriginal Primary Health Care Manager.

3. Special Conditions. (such as non-metropolitan location, travel requirements, etc)

- This position is subject to the receipt of a cleared criminal history check through the Screening Unit of Department of Families and Communities, in accordance with current Country Health SA Hospital Inc. procedure and every three years thereafter.
- The incumbent may be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.
- A current driver's license is essential, as is willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.
- Comply with the Code of Ethics for Public Sector Employees.
- Supports and works collaboratively with less experienced members of the team.
- May be required to temporarily fulfil a higher position, appropriate to the incumbent's skills and capacity.

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

4.1 Assists with the provision of professional high quality patient/client care within the service aimed at improving patient/client health outcomes through:

4.1.1 Improving nursing/midwifery and patient/client care procedures and practices by;

- Providing proficient clinical nursing/midwifery care and/or individual case management to patients/clients in a defined clinical area;
- Assessing patients/clients needs, planning, implementing and coordinating appropriate service delivery options and communicating changes in condition and care;
- Overseeing the provision of nursing/midwifery care within a team or unit;
- Providing health education, counselling and rehabilitation programs to improve the health outcomes of individual patients/clients or groups;
- Planning and coordinating services including those of other disciplines or agencies as required to meet individual and/or group health care needs;
- Monitoring client care plans and participating in clinical auditing and/or evaluative research to ensure appropriate patient/client care outcomes are achieved on a daily basis;
- Demonstrating and promoting a risk minimisation approach to practice and supporting implementation and maintenance of systems to protect patients/clients and staff;
- Integrating advanced theoretical knowledge, evidence from a range of sources and own experience to devise and achieve agreed patient/client care outcomes;
- Working within and promoting a nursing model of client centred care or midwifery model of partnership and support for client's right to self determination in life processes;
- Working within and promoting a primary health care framework and ensuring patient centred care is practiced;
- Establishment of services to provide effective case management strategies for clients with, or at risk of, chronic disease;
- Working in partnership, liaising, consulting, coordinating and collaborating with staff, general practitioners, medical specialists, consumers, carers and other agencies in the development, provision and evaluation of chronic disease programs;
- Researching, assessing and monitoring health needs to provide flexible and appropriate service options.

4.1.2 Contributing to the human resource management of the unit/service by.

- Acting to resolve local and/or immediate nursing care or service delivery problems;
- Supporting change management processes;
- Contributing to communication processes that effectively deal with challenging behaviours and the resolution of conflicts.

4.2 Contributes to the achievement of nursing/midwifery best practice and where relevant facilitates the development and application of relevant nursing research by;

- Working within a local nursing/midwifery leadership team to attain consistency of nursing/midwifery practice standards and local service outcomes;
- Participating in clinical teaching, overseeing learning experiences, and goal setting for students, new staff and staff with less experience;
- Acting as a resource person within an area based on knowledge, experience and skills;
- Ensuring changes are implemented in areas of practice when identified.

4.3 Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education by :

- Managing own professional development activities and portfolio, support the development of others and contribute to learning in the work area.

4.4 Contributes to the leadership of the unit/service through undertaking an Associate Coordinator portfolio by:

- Promoting continuity and consistency of care in collaboration with the Aboriginal Primary Health Care Manager and Aboriginal Health Team Leader;
- Assisting the Aboriginal Primary Health Care Manager and Aboriginal Health Team Leader in ongoing communication and implementation of practice changes;
- Assisting the Aboriginal Primary Health Care Manager and Aboriginal Health Team Leader to maintain and record monitoring and evaluative research activities in the ward/unit;

- Assisting the Aboriginal Primary Health Care Manager and Aboriginal Health Team Leader and Nursing/Midwifery Educators to maintain a learning culture by encouraging reflection and professional development and assisting others to maintain portfolios/records of learning, and
- Assist the Aboriginal Primary Health Care Manager and Aboriginal Health Team Leader, as required, in undertaking performance management processes and/or rostering and/or oversight of supplies and/or equipment.

4.5 Contributes to and complies with policies, procedures and practices by:

- Complying with all legislation, Government policies and procedures the ANMC Code of Professional Conduct for Nurses in Australia (2003) and the Commissioner for Public Employment Code of Ethics for Public Employees and complying with all CHSA policies, procedures and operating practices
- In consultation with OOHS Coordinator/Team Leader contributes to the development of organisational policy
- Ensuring practice is consistent with departmental/organisational/unit policies, standards and legal/regulatory compliance
- Applying standards and benchmarks for consumer care in the practice setting consistent with current evidenced based clinical care.
- Maintaining and protecting confidentiality and privacy for consumers, their families and carers by complying with
 - Freedom of Information Act*
 - Australian Standards for Medical Records*
 - Code of Fair Information Practice*
- Understanding and complying with all Delegations of Authority documentation

4.6 Ensure services are delivered in a culturally sensitive manner by:

- Promoting access and equity of services for people from culturally and linguistically diverse backgrounds
- Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their health and well-being
- Establishing, developing and maintaining close working relationships with the Aboriginal health workers

4.7 Contribute toward the provision of a healthy, safe and equitable working environment by adhering to the principles and standards of Equal Employment Opportunity Legislation, which:

- Ensures employees are recruited, selected, trained, transferred and promoted solely on the basis of merit without regard to age, marital status, physical disability, intellectual impairment, pregnancy, race, sex or sexuality
- Ensures all employees in the workplace are treated in a fair and equitable manner
- Identifies and eliminates discrimination, bullying and harassment in the workplace

Approved by Line Manager: _____ / /

Acknowledged by Occupant: _____ / /

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

PLEASE NOTE:

It is recommended that a **Maximum of 15 criteria only** (in total) be included in this section (ie the number of Essential and Desirable criteria combined should not exceed 15).

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

- Registered or eligible for registration as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate

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

- Effective communication, problem solving, conflict resolution and negotiation skills.
- Ability to work effectively within a multidisciplinary team.
- Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.
- Ability to be creative, innovative and flexible when approaching issues within the healthcare setting.

Experience

- Registered Nurse/Midwife with at least 3 years post registration experience. Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.
- Experience in the supervision of student nurses, enrolled nurses and less experienced registered nurses.
- Experience in management and leadership roles

Knowledge

- Understanding of the requirements of the Nursing and Midwifery Practices Act 2008.
- Knowledge and understanding of the ANMC Code of Professional Conduct for Nurses in Australia (2003) and the Commissioner for Public Employment Code of Ethics for Public Employees.
- An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of AS/NZS ISO 31000:2009 Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- Knowledge of Quality Improvement Systems as applied to a hospital setting.
- Knowledge of contemporary professional nursing/midwifery and health care issues.

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

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

- Where applicable, qualifications relevant to practice setting.
 - Tertiary qualifications in nursing or human services related discipline.
-

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

- Ability to work within a team framework that fosters an environment that develops staff potential.
 - Skills in using computers and software relevant to the area of practice.
-

Experience

- Experience with quality improvement activities.
 - Experience in evaluating the results of nursing research and integrating, where relevant, the results into nursing practice.
-

Knowledge

- Knowledge of the South Australian Public Health System.
 - Knowledge of contemporary professional nursing/midwifery issues.
-

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.

These values are used in day to day communication and interaction between all employees and are linked to 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.

<p><i>I _____ have the ability and commitment to behave consistently with the stated values of the Department of Health.</i></p> <p>_____ / /</p> <p>Signature</p> <p>Please complete and return attached to your application to the nominated person</p>

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

POSITION DESCRIPTION

Job Title	Chronic Disease Coordinator, Aboriginal Health	Classification	AHP2	Position Number	PP0332
Region	Country Health SA (CHSA)	Term	Permanent	Position Created	Insert date
Area	Mid North	FTE	Full time	Last Updated	12/05/2011

Broad Purpose of the Position

The Chronic Disease Coordinator, Aboriginal Health applies clinical experience, increasingly generalist and / or specialist clinical knowledge and professional competence to plan, implement and evaluate a comprehensive and integrated range of services, appropriate to the needs of the local community. The Chronic Disease Coordinator, Aboriginal Health works under reduced clinical direction, and may contribute to the clinical supervision of less experienced allied health professionals, allied health assistants, Aboriginal Health Workers and students. As a member of a multi-disciplinary team, including health professionals and service providers from other sectors, the Chronic Disease Coordinator, Aboriginal Health utilises a combination of preventative, early intervention, treatment / therapy and evaluation approaches.

The Chronic Disease Coordinator is responsible for the development, implementation and ongoing review of a model of care to improve the prevention, early detection and management of chronic disease in Aboriginal people in the Mid North while working within and achieving the overall objectives of the *Healthy for Life* Program in line with the Healthy for Life Action Plan for the Mid North. The Chronic Disease Coordinator promotes the health needs and issues of Aboriginal people through the planning, implementation and ongoing evaluation of culturally appropriate health promotion activities and education programs and work in collaboration with a range of key stakeholders, including, but not limited to, the Aboriginal Health Team and *Healthy for Life* project staff, General Practitioners, diabetes nurse educators, allied health practitioners and other workers providing services to Aboriginal people to progress and address achievement of the key priority areas as detailed in the *Healthy for Life* Program. The Chronic Disease Coordinator is required to utilise a project planning approach that encompasses planning, development, implementation and evaluation through consultation and negotiation with a diverse range of stakeholders and assist the System Design and Information Management Project Officer, other staff and stakeholders in the collection, sharing and management of client data while utilising personal knowledge and experience of Aboriginal culture and health issues to contribute to addressing chronic disease issues of Aboriginal people.

Qualifications

Must hold a recognised qualification within their Allied Health profession, and be eligible for practicing membership of the relevant Professional Association. For those professions requiring Registration, all requirements to obtain and maintain current registration must be fulfilled. For self regulated professions it is desirable to participate in the professional association accredited CPD program. For appointment at this level, must be able to demonstrate AHP2 level competencies, or have a 2 year post-graduate Masters with a related allied health undergraduate degree.

Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.
- This position is subject to the receipt of a cleared criminal history check through the Screening and Licensing Branch of Department of Families and Communities, in accordance with current Country Health SA Hospital Inc. procedure and every three years thereafter.
- Will be required to comply with the requirements of the CHSA Procedure for Credentiaing Allied Health and Scientific Health Professionals

Key Relationships

- Receives line supervision from Aboriginal Primary Health Care Manager.
- Receives clinical supervision, advice and support from an experienced Senior Allied Health Professional, under formal arrangement in accordance with the *CHSA Allied Health Clinical Support Framework*.
- May contribute to the supervision of less experienced professional officers, para-professional staff, Aboriginal Health Workers and students, under direction from the Clinical Senior.
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community.
- May be required to temporarily fulfill a higher position, appropriate to the incumbent's skills and capacity.

POSITION DESCRIPTION



Key Result Areas	Generic Requirements	Specific or Local Requirements
<p>1. Technical Skills and Application</p>	<p>1.1 Apply professional expertise, developing generalist / specialist knowledge, clinical competence and experience to provide professional services to client groups in circumstances requiring increasingly complex practice skills.</p> <p>1.2 Exercise professional judgment in the selection and adaptation of established methods, procedures and techniques within the profession.</p> <p>1.3 May provide a broad range of clinical and consultative services across a range of service settings, including one-on-one, group based and health promotion activities.</p> <p>1.4 Manage and prioritise personal work load and support others in developing workload management plans, including in the allocation of team resources.</p>	<ul style="list-style-type: none"> ▪ Operate within a Primary Health Care framework in all aspects of service planning, delivery and evaluation. ▪ Undertake assigned duties to achieve required tasks relevant to the position, work within agreed timetables and rosters and accept responsibility for accurate and efficient completion of each task. ▪ Assess, plan, implement and coordinate service delivery to clients with, or at risk of, chronic disease, from a range of accepted options, including the utilisation of other services and/or disciplines. ▪ Coordinate the implementation of health education, counseling and rehabilitation programs to improve the health outcomes of individual clients or groups. ▪ Using theoretical knowledge and evidence based guidelines and apply these to a range of activities. ▪ Function in accordance with legislation affecting clinical practice, professional code of conduct and in ways that can be ethically justified.
<p>2. Personal and Professional Development</p>	<p>2.1 Work under reduced clinical supervision, and proactively draw on the support of experienced peers of diverse professional backgrounds, Clinical Specialists, Profession Leads and / or managers when required.</p> <p>2.2 Display a commitment to continuous personal and professional development by:</p> <ul style="list-style-type: none"> a. Attending all mandatory training and actively pursuing other training and development as required to maintain currency of clinical knowledge (which may include post-graduate study) b. Applying well-developed reflective practice skills to your own work, and supporting peers / students / supervised staff to develop reflective practice skills c. Utilising the support of mentors and peers d. Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with your line manager / clinical supervisor e. May provide professional leadership in the relevant network, including facilitating access to training for professional staff <p>2.3 May be required to contribute to clinical / professional supervision, support and oversight of AHP1 level staff, allied health assistants and profession-specific professional students or multi-disciplinary student teams.</p>	<ul style="list-style-type: none"> ▪ Receive clinical direction, advice, mentorship and support from the Aboriginal Primary Health Care Manager. ▪ In collaboration with the Aboriginal Health Team Leader, develop a formal Clinical Supervision arrangement with suitably skilled and experienced professional, fulfill all obligations under this agreement, and review it annually. ▪ Actively seek and promote professional resources and knowledge which contribute to evidence based practice. ▪ Actively seek opportunities for promoting the specific area of expertise and the profession in general. ▪ In continuing own professional development, seek learning opportunities and developing and maintaining own professional development. ▪ Provide clinical support to less experienced professional staff in the Aboriginal Health Team ▪ Contribute to the supervision of students on clinical placement in the Mid North. ▪ Act as a resource within an area based on knowledge,

POSITION DESCRIPTION

	2.4 Develop, share and support your peers to gain knowledge of effective practice through research, evaluation of services and information sharing (eg: via professional networks and presenting papers for conferences and / or publishing)	<p>experience and skills.</p> <ul style="list-style-type: none"> Accept responsibility and be accountable for own clinical practice.
3 Client / Customer Service	<p>3.1 Treat all clients with respect, be responsive to their needs, and act on opportunities to improve the quality of customer service in your operational area.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of the community.</p> <p>3.3 Contribute to improvements in the patient-journey driven distribution of services and apply client-centred practice and community engagement principles in development and delivery of services; ensuring clients are meaningfully involved in all aspects of their care</p>	<ul style="list-style-type: none"> Positively promote the organisation both internally and externally. Assessing client's needs, planning, implementing and coordinating appropriate service delivery options from a range of accepted options and communicating changes in condition and care. Identify, participate in and promote opportunities to improve the quality of customer services in your operational area. Assist to resolve local and/or immediate clinical care or service delivery problems, including the initial investigation of clinical incidents as required. Provision of advocacy and support to consumers, carers, community members and organisations to participate as partners and ensure the integration of consumer and carer partnership practices.
4 Administration and Documentation	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Contribute to the efficient and effective use of materials and resources.</p> <p>4.3 Prepare reports and / or recommendations to assist management decision making</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems (including Quality Risk & Safety [QRS], Adequate Records Management [ARM] and Client Management Engine [CME]).</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role</p> <p>4.6 May be required to coordinate discrete projects and / or contribute to areas of policy that are considered to be complex, requiring discipline knowledge and experience, and which are undertaken under limited direction.</p>	<ul style="list-style-type: none"> Assist with the efficient and effective use of materials and resources in collaboration with the Department Senior/Supervisor and/or Team Leader position. Identify and report defective equipment or facilities to ensure the continuation of a safe and effective service. Assist in the collection, analysis and sharing of data relevant to the position and the <i>Healthy for Life</i> Program. Develop and maintain inter and intra-professional clinical networks within the Mid North, CHSA and South Australia, actively sharing and seeking out knowledge of effective practice
5 Teamwork and Communication	<p>5.1 Utilise professional knowledge and skills in contributing to research and / or service development activities at the local level and / or within your profession across CHSA; to support the effective, efficient, equitable distribution (according to need) and evidence-based nature of CHSA services.</p> <p>5.2 Promote service integration through the development of active collaborative partnership with relevant agencies and individuals.</p> <p>5.3 Work positively within a team, foster teamwork and support others to</p>	<ul style="list-style-type: none"> Works as a member of the multi-disciplinary Aboriginal Health Team, based in Port Pirie. Attend meetings as required. Provide support and guidance to new or less experienced staff, and other worker's providing basic health care. Support clinical practice learning experiences for students undertaking clinical placements, orientation for

POSITION DESCRIPTION

	<p>develop effective working relationships and achieve team goals</p> <p>5.4 Communicate and negotiate effectively (both verbally and in writing) with a diverse range of people including clients, the community, team members, management and other stakeholders</p> <p>5.5 Work in accordance with Country Health SA's vision, mission, strategic priorities and values</p>	<p>new staff and preceptor ship, mentoring, buddying of graduates to achieve safe and efficient work practices.</p> <ul style="list-style-type: none"> ▪ Assisting the Department Senior/Supervisor and/or relevant Team Leader to attain consistency of clinical practice standards and local service outcomes; ongoing communication and implementation of practice changes. ▪ Ensure clinical/operational issues are communicated through the Department Senior/Supervisor and/or relevant Team Leader or employee representatives via regular reporting and provision of documentation. ▪ Contribution to communication processes that effectively deal with challenging behaviours and the resolution of conflict.
<p>6 Continuous Improvement</p>	<p>6.1 Contribute to quality improvement programs and other organisational activities required to meet Service / Accreditation standards, and support supervised staff / students to comply with requirements.</p> <p>6.2 Proactively seek opportunities to improve professional tasks and services, by monitoring service access, emerging trends and community needs, and contributing to ongoing evaluation of services.</p> <p>6.3 Seek client feedback on services and respond proactively to client complaints and feedback. As required, contribute to investigations of client complaints, with a view to informing systematic improvements in services.</p> <p>6.4 Contribute to discipline-specific and multi-professional research, service development, and advances of techniques used, through research (under direction), data analysis, evaluation of services and development of recommendations to assist Management decision making.</p> <p>6.5 Complying with the Code of Ethics for Public Sector Employees.</p>	<ul style="list-style-type: none"> ▪ Contribute to the ongoing review, development and evaluation of the effectiveness of Aboriginal Health services in the Mid North. ▪ Monitor client care plans and participate in clinical auditing and/or evaluate research to ensure appropriate patient care outcomes are achieved. ▪ Participate in quality assurance and/or evaluative research activities within the practice setting. ▪ Contribute to patient safety, risk minimisation and safe work activities within the practice setting. ▪ Assist with the provision of professional high quality care aimed at improving consumer health outcomes through improving nursing and consumer care procedures and practices. ▪ Support change management processes.
<p>Approved by Authorised Officer</p>	<p>..... / /</p>	<p>Accepted by Incumbent</p> <p>..... / /</p>

APPLICANT GUIDELINES



Job Title	Chronic Disease Coordinator, Aboriginal Health	Classification	AHP2
Region	Country Health SA	Term	Permanent)
Area	Mid North	FTE	Full time

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
 - Title of the position and vacancy reference number (from advertisement)
 - Outline of your reasons for applying for the position
 - Brief summary of your ability to fulfil the role:
 - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of type of information you may like to include.
 - You do not need to address the selection criteria individually in your written application. They may be used to assess your suitability for the role during the merit-based selection process.
 - Keep it brief – no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

Key Result Area	Selection Criteria
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements</i> b) Broad professional experience <i>relevant to this role</i> : <ul style="list-style-type: none"> ▪ Outline scope and nature of previous professional roles, including experience working in rural and remote contexts ▪ Previous involvement in service development, including research & evaluation ▪ Change management & project management skills / experience ▪ Competency in applying primary health care principles c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role <ul style="list-style-type: none"> ▪ creativity, adaptability, resourcefulness, prioritization & problem solving skills
2. Personal & professional development	a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others. E.g.: <i>relevant</i> additional professional development or qualifications b) Information about your leadership / management style and experience
3. Client / Customer Service	a) Knowledge of and commitment to CHSA services, priorities & strategic directions. b) Examples that demonstrate skills in community engagement, client-centred practice and cultural competency.
4. Administration & Documentation	a) Information about relevant skills, experience and training – including those related to data management, competent use of technology etc.
5. Teamwork and Communication	a) Examples of how you have contributed previously to service planning and development b) Outline your communication, team work and problem solving skills, with examples
6. Continuous Improvement	a) Examples of how you have contributed previously to quality improvement, evaluation, outcome measures and research