

Position Description



Position Title
Integrated Team Care Coordinator

Program
Community Care

Team
Indigenous Access

Classification Grade & Level
Community Health Nurse Grade 3B Level 2

Enterprise Agreement(s)

Nurses & Midwives EA

Choose from drop down menu:

Choose from drop down menu:

- Full-time
 Part-time FTE _____ [min 0.1 max 0.9]
 Casual

And

- Permanent on-going
 Fixed Term
 From 03 / 05 / 21 to 18 / 03 / 22

Fixed Term Reason:

- Parental Leave Replacement
 Long Service Leave Replacement
 Specific Project or Purpose

Position Number
VAC0831

Position reports to:
Indigenous Access Coordinator

Ordinary location(s)
Mitford St

Recruitment contact
Email: recruit@starhealth.org.au

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information:
www.starhealth.org.au

Star Health offers a comprehensive and industry leading suite of Employee Benefits.

See:
<https://www.starhealth.org.au/careers/employee-benefits>

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Primary Responsibility

This is a fixed term funded project for 3 months (with possibility to extend contract) to coordinate care and support to Aboriginal and Torres Strait Islander (ATSI) clients which facilitates client self-management of chronic conditions and assists them to achieve optimal health outcomes.

The ATSI Health Care Coordinator works collaboratively as part of a multidisciplinary team to provide comprehensive support to our clients. The Care Coordinator will take a lead role in liaising with the local Aboriginal and Torres Strait Islander community.

Other Key Responsibilities

Care Coordination

- Client assessment - Use appropriate information, tools and techniques to gather and analyse information; Identifies and prioritise appropriate actions including referral.
- Case management - Support clients to set and achieve goals through establishing and monitoring a case management plan; Identifies and implements case management processes appropriate to the needs of the client.
- Administration - Complete accurate reports, logs, case notes and files; Uses technology and software applications effectively in accordance with task requirements.
- Establishes effective relationships with clients that encourage self-determination and participation.
- Develop individual care plans in collaboration with clients and include a range of interventions that address the needs or goals of clients.
- Provide clients with information, advice practical support and assistance.
- Assist clients to access specialist support services such as housing, mental health, drug and alcohol, counselling, legal and other relevant services.
- Ensure accurate, up to date client records and data is maintained for all clients.
- Identify any service gaps and make recommendations for service delivery improvements.

Community Engagement

- Attendance at professional forums such as VACCHO, Aboriginal D&A network meetings, Local Aboriginal Network, Regional Action Group and others as appropriate.

Key Capabilities – Essential

Knowledge and skills

- Demonstrated Leadership experience.
- Proven managerial experience with coaching and mentoring ability.
- Conflict resolution knowledge and ability to assess conflict confidently and apply sound judgement within organisational policies.
- Influence and negotiation – Able to utilise skills to effectively build rapport with staff, clients and external partnerships with a focus on stakeholder management.
- * Strong community engagement skills are essential

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]

Essential	Registered Nurse, Division 1, with current AHPRA registration or relevant Aboriginal Health
Preferred	Relevant post-graduate qualifications and/or demonstrated experience.
Professional Membership(s)	AHPRA

Experience [Industry sector, field of practice]

Essential	<ul style="list-style-type: none"> • A minimum of three years post-graduate nursing experience, preferably in a community context. • Experience working with ATSI population and people with complex needs is required.
Preferred	Knowledge of the local service environment and community

Organisational Responsibilities

Personal qualities	<p>Resilience - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.</p> <p>Initiative & Accountability - Takes responsibility for actions and proactively implements work plan and addresses issues.</p> <p>Empathy and Cultural Awareness - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.</p> <p>Continuous Quality Improvement - identify quality improvement opportunities.</p>
Other Licence(s)	Unrestricted Victorian Driver License (or equivalent)

Staff have a responsibility to participate in the development of a safe and healthy workplace, and must comply with safe work practices for their own health and safety, and that of others.

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Protecting babies, children and young people from child abuse and neglect is integral to the work at Star Health

Protecting Children Policy Information

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.

Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne.
- Offers of employment are contingent upon:
 - A successful reference check (all positions);
 - Non-adverse Criminal Record check (all positions);
 - Fitness for Work medical examination (specific positions);
 - Holding and maintaining a valid 'Working with Children Check' (all positions).

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply. Some roles may require candidates to undertake psychometric testing prior to appointment.

Salary Packaging Information

Star Health currently has two types of Salary Packaging:

- General salary packaging of \$15,900 per FBT year
- Meal Entertainment/Facility leasing of \$2,650 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

Authorisation

Person who completed and authorises this Position Description

Position Title: **Indigenous Access Coordinator**

Program / Division: **IA Team, Community Care**

This Position Description was reviewed on: 10 / 02 / 2021

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