



Wuchopperen  
HEALTH SERVICE LTD

## POSITION DESCRIPTION

<b>Position Title:</b>	Coordinator, Health Services ( <i>Identified</i> )
<b>Classification:</b>	Administrative Grade 6 Wuchopperen Health Service Limited Enterprise Agreement
<b>Location:</b>	Cairns
<b>Reporting Relationship:</b>	Manager, Health Services

### Organisational Information:

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is improving quality of life for Aboriginal and Torres Strait Islander peoples. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

*Keeping Our Generations Growing Strong*

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### **Purpose of the Position:**

The Coordinator, Health Services will have operational responsibility for the coordination of primary health care clinical services and program areas. This position will provide leadership to administrative and clinical staff including Aboriginal and Torres Strait Islander Health Workers, Registered Nurses, General Practitioners in the delivery and evaluation of the effectiveness of primary health care initiatives, aimed at improving the health outcomes for Aboriginal and Torres Strait Islander peoples.

The position will have responsibility for operational coordination of staffing and resources (financial and material) in the delivery of primary health care.

The Coordinator, Health Services will coordinate and monitor activities and outputs of the specific service area and support the delivery of health programs.

This position will operate with broad direction from the Manager, Health Services and the Director, Health Services.

### **Reporting Relationship:**

The Coordinator, Health Services reports to the Manager, Health Services. This position works collaboratively with Clinicians and Administrative staff to ensure the effective coordination of client and administrative services. The Coordinator has supervisory responsibility of clinical and administrative staff within their allocated service area.

The Coordinator, Health Services will also liaise, mentor, coach and support other staff within the multi-disciplinary team setting as required.

### **Key Responsibilities:**

#### **Service Delivery:**

1. Coordinate the day to day client flow throughout the allocated service area ensuring that the focus is on meeting the health and wellbeing needs of clients; including delivery of specialist clinics.
2. Monitor the Communicare appointment book and work collaboratively with Clinical and Administrative staff to ensure that clinical and non-clinical services for clients are coordinated in a timely manner.
3. Assist clinical staff to identify and support clients who may be demonstrating signs of discomfort and/or distress.
4. Provide direct clinical care to clients within a comprehensive primary health care context including: screening, treating and assisting with the diagnosis of health conditions and medical emergencies, or referring to a Registered Nurse or Medical Officer.
5. Develop effective internal and external working relationships to ensure effective outcomes for clients, including developing appropriate networks and partnerships.

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### Team and Networking:

6. Use recall notifications to coordinate weekly operational clinical meetings and case conferences to effectively coordinate service delivery with a focus on continuity of client care of hospital services, specialist services and home visits.
7. Participate in the recruitment of clinical staff and when required provide mentoring and support for staff to ensure the team is developed and trained to carry out their duties, including provision of appropriate supervision and implementation of performance reviews.
8. Monitor clinical aspects of work conducted by Health Workers, and provide support for training and development in all aspects of Health Worker practice.
9. Provide advanced-level clinical advice and leadership in the nominated primary health care clinic.

### Organisational:

10. Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities, together with supporting the collation of the monthly clinical report.
11. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people including meetings, supervision and performance reviews in accordance with organisational requirements.
12. Work within Wuchopperen's Policies and Procedures including the Code of Conduct and the Workplace Health and Safety requirements and instructions and advise of any concerns about safe, effective service delivery in the workplace.
13. Contribute to continuous improvement processes and participate in quality assurance activities to ensure compliance with relevant standards and safe, effective service delivery.
14. Other duties as required, within your skills, experience and capacity.

### Selection Criteria

**Your application for this position must include your CV and specifically address each of the selection criteria listed below. Short listing and selection will be based upon these selection criteria.**

1. Demonstrated knowledge of comprehensive primary health care in an Aboriginal and Torres Strait Islander community controlled health setting, including a Certificate IV or higher qualification in Aboriginal and Torres Strait Islander Primary Health Care (Practice). Registration with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Demonstrated ability to coordinate and provide guidance to team members, including supervision and performance reviews, in the delivery of clinical and non-clinical services to clients.
3. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to

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- communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
4. Demonstrated knowledge and experience in the administration of organisational policies and procedures, together with the capacity to coordinate staffing and other resources in the delivery of primary health care..
  5. Extensively developed interpersonal and communication skills including the ability to liaise and network with a range of stakeholders as well as effectively advocate for, and articulate the interests of, Aboriginal and Torres Strait Islander individuals and families.
  6. Demonstrated ability to work independently with limited supervision, together with the ability to work in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature and meet organisational demands.

### Essential Requirements

Please respond to the essential requirement of qualifications, registration/endorsements in your application.

- Certificate IV/Diploma or higher in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) and at least three (3) years of clinical practice experience; or extensive clinical practice experience of at least seven (7) years covering a broad scope of practice that is equivalent to the educational qualifications of a minimum Diploma level certificate.
- The Coordinator, Health Services must have current registration with the Australian Health Practitioners Regulation Agency.
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- Coordinator Health Services is an identified position where it is a genuine occupational requirement that an *Identified* position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. Employment cannot continue where your 'blue card' is disqualified.
- Possession of a current Queensland "C" class driver's licence is essential.

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- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

### **Additional Requirements:**

- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.

### **Referees:**

Two (2) referees are to be nominated, including the applicant's current supervisor.

**Applications addressing the selection criteria are to be received by no later than 9 am on Monday 29th November 2021.**

Please address applications to:  
[recruitment@wuchopperen.org.au](mailto:recruitment@wuchopperen.org.au)