

Eastern Health

POSITION DESCRIPTION

Position Title:	Integrated Team Care Support Worker
Award Classification:	XV15 / .4EFT
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Position Reports to:	1) Clinical Team Lead 2) Manager, Aboriginal Health Team

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Integrated Team Care program supports Aboriginal and Torres Strait Islander people who live with complex chronic conditions to access the health care they need. This program is funded under the Indigenous Australians Health Programme.

The program aims to:

- Better treat and manage chronic conditions among Aboriginal and Torres Strait Islander people,
- Improve the health of Aboriginal and Torres Strait Islander people with chronic health conditions,
- Improve access to culturally appropriate mainstream primary health care services,
- Foster collaboration and support between mainstream and Aboriginal and Torres Strait Islander health sector.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Care Coordination:

- Assist patients who have a GP Care Plan or an AMS with managing the activities and services required to improve Indigenous patient health outcomes. Assistance may be face to face, telephone, or other electronic means.
- Work with Aboriginal Health Team clinical team in assisting patients to:
 - Adhere to treatment regimes (i.e. encouraging medication compliance)
 - Develop chronic condition self-management skills
 - Improve patients' capacity to engage with broader health care system and connect with appropriate community based services.
 - Arranging the required services outlined in the patients care plan,
 - Assist eligible patients to access the ITC Supplementary Services Funding Pool, providing access to specialist, allied health and other support services in line with their care plan, and specified medical aids they need to manage their condition effectively.
- Ensuring transportation arrangements in place for patients to attend appointments,
- Transportation of patients to appointments, using Eastern Health Fleet vehicle,
- Involving the patient's family or carer as appropriate,
- Transferring and updating patient's medical records,
- Assist patients to participate in regular reviews by their primary health provider and health services.
- Liaising with mainstream health providers, educating them on culturally appropriate care.
- Work collaboratively with other members of the Aboriginal Health Team.

Administrative duties:

- Ensure all care provided to patients is entered into patient medical file.
- Ensure all data is accurate and up-to-date.
- Assist in providing quarterly reports to the Eastern Metro Public Health Network.
- Liaise with patients GP to facilitate care planning.
- Facilitate patient intake and administration duties as required.
- Respond to referrals for services in a timely manner.
- Work with Aboriginal Health Team Finance Officer to plan budget and reporting documentation

Professional Responsibilities:

- Work in collaboration with nurses, Aboriginal Health Workers, and other staff within the Aboriginal Health Team in relevant issues.
- Maintain high standard of professional conduct.
- Participate in and contribute to successful outcomes of the organisation.
- Participate in maintaining a safe work environment.
- Undertake travel as required to perform duties of this role.

Education and networking:

- Attend and participate in the professional development programs and relevant external seminars and meetings as approved.
- Attend network meetings as required

Other tasks, as required, not limited to:

- Collaborating with Family Support Worker and providing assistance at times.
- Providing assistance to other clinical staff, as requested.
- Assisting Aboriginal Hospital Liaison Officers in ward setting as required.
- Other, basic administrative tasks.
- Assisting team with administrative duties, such as care planning, home visit risk assessments and client intake.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____
Manager

Date: ____/____/____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Ability to assist and support Aboriginal and Torres Strait Islander people to understand their chronic health condition and how to manage it.
- Excellent interpersonal and communication skills (written and verbal).
- Ability to manage administrative component of the role, not limited to data entry and developing performance reports.
- Comprehensive understanding of culturally appropriate health care, or willingness to learn.
- Ability to prioritise workload and demonstrated organisational skills.
- Current WWCC, Valid Victorian Drivers License, and clear Police Check.
- Relevant qualification in Allied Health, Aboriginal Health Worker, or similar.
- Experience working in health sector and/or Community Services
- Ability to work with various stakeholders to advocate for/on behalf of patients.

Desirable

- **Aboriginal and/or Torres Strait Islander person**

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au