



Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

With Compliments

Position Application Package

Position Name: Team Leader - Primary Care Services

Position No (If applicable): N/A

Contact Name: Alicia Stewart

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Durri Aboriginal Corporation Medical Service
15-19 York Lane
KEMPSEY NSW 2440
T: (02) 6560 2300
F: (02) 6562 7069



Darrimba Maarra Health Outpost
PO Box 131
13/42 Bowra St
Nambucca Heads NSW 2448
T: (02) 6598 6800
F: (02) 6598 6833

All written communications to be addressed to CEO:
PO Box 136
Kempsey NSW 2440

General Conditions of Employment

Position:	Team Leader – Nambucca Heads
Position No (If applicable):	N/A
Award:	ACCHS 2010
Classification:	AHW - Grade 4 Level 1 to 3 Nurses Award 2010 - RN 3 PP1 to 4
Salary:	AHW - \$70,898.88 to \$74,337.12 per annum RN - \$76,155.04 to \$80,304.64 per annum
Award entitlements:	Uniform Allowance
Identified positions:	Pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW) Australian Aboriginality is a genuine occupational qualification for this position. Must provide Proof of Aboriginality from Local Land Council or Elders.
Benefits:	9.5% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer.
Employment clearances:	Selection criteria - see page 12.
Application:	Email to: hr@durri.org.au
Or post marked confidential to:	Application Human Resources Durri Aboriginal Corporation Medical Service PO Box 136 KEMPSEY NSW 2440
Closing Date:	Thursday 04 April 2019 at 5.00 pm

Information for Applicants

Thank-you for enquiring about a position advertised by Durri Aboriginal Corporation Medical Service. Durri is an equal opportunity employer and applies merit based selection techniques.

For nearly 40 years, Durri Aboriginal Corporation Medical Service has provided essential and culturally appropriate health care to Aboriginal people located in Kempsey, Nambucca Heads and its surrounding communities.

The following links showcase the regions around the organisation:

<http://macleayvalleycoast.com.au/>

<http://www.nambuccatourism.com.au/>

Please read the following information carefully, as it will help you to understand the selection process and to prepare your application.

Selection is based on the assessment of each applicant in relation to the requirements of the job identified in the Position Description for the advertised vacancy as well as being a team player with developed interpersonal skills and having the ability to work in an open, friendly and professional environment.

The selection criteria consists of skills, knowledge and abilities required to successfully undertake the position as detailed in the position description.

The first stage of the selection process is based on your written application. The applicants who Durri considers best demonstrate their capacity to meet the criteria will be short-listed for interview.

Your application represents you, therefore it is vital that it is well organised and provides all the required information. The following is a guide to assist you in preparing your application. The application should consist of five parts:

1. Completed position application form - see page 5.

2. Covering letter

A covering letter not exceeding one page is required.

3. Resume

Your resume should provide details on your education qualifications, work history, special skills or qualifications, training details and referees, plus any other information which may assist your claim for the position you seek. Be clear and informative. Include names, position titles, addresses and telephone numbers of two (2) referees (current addresses and telephone contact numbers).

4. Selection criteria - see page 12.

Each statement should concisely and adequately illustrate how you meet the criteria. Try to provide evidence of your work with examples. You can also include transferable knowledge, skills or ability in areas relevant to the requirements of the job, which you have developed outside the workplace as evidence of your capability to meet the selection criteria.

Give complete and relevant information. Your application is a tool to sell your skills and abilities and is the first stage of the selection process. It should be well presented and supply as much detail as necessary to fully explain your capabilities and experience.

Do not simply state that you meet the requirements of the job. Give examples which demonstrate how you meet each criteria.

If you do not address each selection criteria your application will not be considered.

5. Supporting information

Send supporting information with your Position Application form with evidence of your qualifications that you have included on your resume; referee names with current address and telephone numbers; current police check; working with children check and confirmation of Aboriginality for identified positions.

Late Applications

Late applications will not be considered for interviews.

Interview

Should you be invited to attend an interview, it is important that you plan and prepare adequately. In some instances, telephone interviews can be arranged depending on circumstances.

The interview provides us the opportunity to confirm your qualification, knowledge, experience and personal qualities against the needs of the position. It also provides you the opportunity to find out more about the position.

All interviews are conducted by a Selection Panel. The Selection Panel will ask you a number of questions to determine how well you meet the requirements of the job.

Bring any documents or examples of your work that you consider may assist with your application.

You will be notified of the results of your application.

Reference Check

Reference checks are used to supplement the final decision and may be conducted prior to, or after the interview.

Referees may be asked to provide information on your past employment and work performance, relevant to the requirements of the job.

Should you have any objection to this action, your concerns should be raised with the Selection Panel so that alternative arrangements can be made.

Application Form

Full Name:

Address:

Email Address:

Contact Numbers:

Drivers Licence:
 Yes No

Drivers Licence Class:

Drivers Licence expiry date:

Do you identify as Aboriginal or Torres Strait Islander?
 Yes No

Do you identify as having a disability?
 Yes No

Are you an Australian citizen or permanent resident?
 Yes No

Do you have Working with Children check number? If Yes provide WWCC No:
 Yes No If Yes provide Date of Birth:

Do you have a current Police check? If Yes provide date:
 Yes No

Do you have evidence of Vaccinations?
 Yes No

Have you provided evidence of your Qualifications?
 Yes No

Where did you see this position advertised?

Referees	Referee 1	Referee 2
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		

Position Description

Position Title: Team Leader Primary Health Care Services	Business Unit: Primary Health Care	
Reports To: Executive Officer/Primary Health Care Manager	Location: Durri ACMS - Nambucca	
Primary Objective:		
<p>This position is responsible for providing leadership to a team who are assisting clients with a range of health matters related to health and chronic diseases, identifying ways to improve health outcomes, working in partnerships within the community to ensure the achievement of agreed program performance indicators and improvement in health outcomes of clients. The position is hands on and it is expected that Team Leader is also performing the roles and responsibilities of the Aboriginal Health Worker/Practitioner – Clinic. The key objectives of the role include:</p> <ol style="list-style-type: none"> i. Lead a team of health professionals to achieve the objectives of "Close the Gap" for the community ii. Ensure the delivery of chronic disease care to the community; iii. Ensure that educational and promotional components of clinic and programs are effective; iv. Plan and implement care components; and v. Assess and improve health in the Aboriginal community 		
Position Dimension & Decision Making Authority as Team Leader:	Key Communication Contacts:	
<p>HR responsibilities</p> <ul style="list-style-type: none"> • Supervision of time clock system to ensure staff compliance • Supervision and formulation/coordination of daily and weekly schedules for staff including specialist clinics • Induction of staff • Conduct regular minuted team meetings <p>Referred to Manager Primary Health Care</p> <ul style="list-style-type: none"> • Contribute to strategic and service planning • Operational and Capital Expenditure and reporting • Co-ordination of and contribution to Staff performance reviews • Reporting of relevant Data to various agencies • Ensuring Quality Assurance standards are met and maintained for compliance purposes <p>Referred to CEO for investigation</p> <ul style="list-style-type: none"> • Complaints from staff or clients <p>Relationship Management:</p> <ul style="list-style-type: none"> • Represent Durri's best interests with relevant stakeholders and in the wider community; 	Contact/Organisation	Purpose/Frequency of Contact
	Manager Primary Health Care	Daily – Direction and achievement of accountabilities
	Client and Community	As needed – Providing help and advice on health related problems
	All staff	As needed – Support where appropriate

<ul style="list-style-type: none"> • Manage and maintain clinical and program service relationships with stakeholders and partners; • Represent the Nambucca site service at clinical and program service planning meetings where relevant & following consultation with PHC Manager <p>Without referral to manager –</p> <ul style="list-style-type: none"> • Supervise and Coordinate daily operations of the clinic • Routine clinical enquiries from clients and the community • Routine Clinical observations • Screen as per screening guidelines • Case Management <p>After Consultation with Registered Nurse –supervising Registered Nurse</p> <ul style="list-style-type: none"> • Complex client health problems/issues
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Key Accountabilities in Team Leader Role

Key Result Area	Major Activities	Performance Measures:
1. Clinical Care and Program Management	<ul style="list-style-type: none"> • Provide appropriate care and clinical advice to clients, which is consistent with qualifications and registration, and source specialised advice and consultation where needed. • Support, Organise and coordinate specialist clinics as required for chronic disease management ensure appropriate health assessments and promotion through the region. • Develop and deliver/coordinate delivery of training sessions as required to ensure all clinical staff have knowledge and are aware of relevant information. • Participate in the accreditation process to ensure the Durri ACMS is able to provide competent and comprehensive health care to the communities of the Macleay Valley. • Monitor local Aboriginal health matters and needs to provide advice and help in the development of action plans where appropriate. • Support allied health and other clinical staff in determining the support needed to early health assessments to ensure internal relationships are developed and care is integrated where appropriate. 	<ul style="list-style-type: none"> • Achievement of KPI's. • Attendance and participation in Clinical Governance Committee Meetings

	<ul style="list-style-type: none"> • Case Management - Support GP's in the drafting and patient education in developing GP management plans in draft format 	
2. Community Care	<ul style="list-style-type: none"> • Liaise with the other clinic staff to obtain information and ensure that information is accurate, easily accessible and understood by the community • Help in developing partnerships with other health services and community groups to ensure the education and communication of health issues. • Obtain feedback from the community to ascertain if communicated messages have been correctly received • Provide education to carer's, community groups and organisations involved in care of patients to ensure effective primary care and early intervention. 	<ul style="list-style-type: none"> • Achievement of Primary Care KPI's.
3. Infection Control	<ul style="list-style-type: none"> • Act as infection prevention and control focal point for Durri and Darrimba Maarra Clinics • Ensure implementation and compliance of the Infection Prevention and Control guideline • Review and Infection Prevention and Control guideline to ensure it remains up to date, and meets with state and national requirements • Identify and support training requirements to ensure all staff maintain the relevant skills and knowledge to safely implement this procedure 	<ul style="list-style-type: none"> • Audits
4. Team work and Collaboration	<ul style="list-style-type: none"> • Effectively collaborate with team members to ensure that the function is operating effectively and efficiently, while maintaining a harmonious team environment • Liaise with the GP and other clinical staff, in the development, implementation and review of care plans. 	<ul style="list-style-type: none"> • Feedback from colleagues
5. Compliance	<ul style="list-style-type: none"> • Comply with the relevant legislation and regulatory standards • Ensure staff obtain and record accurate health histories and information to ensure compliance with all organisational policies and procedures and legislative requirements 	<ul style="list-style-type: none"> • Achievement of Primary Health Care KPI's

	<ul style="list-style-type: none"> • Ensure all requests for patient information are responded to appropriately • Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups • Ensure Medicare is claimed by clinical staff as appropriate • Comply with all AHPRA registration requirements • Comply with the relevant professional code of Conduct and Standards of Practice. 	
6. Quality Assurance & Continuous Improvement	<ul style="list-style-type: none"> • Initiate, encourage and support quality assurance activities • Assist with development of the Durri Action Plan to ensure the delivery of the KPI's in accordance with the funding bodies and the strategic plan • Participate in the development and ongoing achievement of AGPAL and organisational accreditation • Investigate system, work flow, and operational issues and make recommendations • Evaluate business and performance outcomes and recommend action to continually improve; • In partnership with relevant staff, coordinate QMS accreditation and quality improvement activity • Participate in the accreditation process to ensure the Durri ACMS is able to provide competent and comprehensive health care to the communities of the Macleay and Nambucca Valleys 	<ul style="list-style-type: none"> • Achievement of Primary Health Care KPI's
7. Workplace Health and Safety	<ul style="list-style-type: none"> • Ensure, within capability, the health and safety of yourself and employees and any other persons in the work areas for which they are responsible • Compliance with WHS legislative requirements and site policies • Maintain the Register of Contractors visiting the Nambucca site and ensure appropriate inductions have been completed with new contractors 	<ul style="list-style-type: none"> • Achievement of Primary Health Care KPI's

	<ul style="list-style-type: none"> • Report all hazards, accidents or incidents which could result in injury to others or damage to property • Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WHS or other legislation. • Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures 	
8. Reporting	<ul style="list-style-type: none"> • Provide statistical and management reports to meet organisational, reporting, and statutory requirements including analysis, report of financial results and supporting recommendations. 	<ul style="list-style-type: none"> • Achievement of Primary Health Care KPI's and regulatory standards
9. Policy and Procedures	<ul style="list-style-type: none"> • Assist in the development, implementation and monitoring of policies and procedures to ensure that the clinic is demonstrating consistent practices according to appropriate guidelines and is in line with strategic plan objectives • Attend all mandatory training requirements and participate in staff performance reviews 	<ul style="list-style-type: none"> • Achievement of Primary Health Care DPI's and regulatory standards
Key Challenges:		Person Specification:
<ul style="list-style-type: none"> • Improving the health of Aboriginal people within region by developing and delivering culturally appropriate primary health care • Achieving and ensuring AGPAL accreditation • Achieving program requirements and KPIs within agreed deadlines 		<p>Qualifications & Experience</p> <ul style="list-style-type: none"> • Aboriginal Health Practitioner or RN with current AHPRA registration • Demonstrated Leadership skills in supervising a team of nurses and health workers • Demonstrated knowledge, skills and clinical experience in issues relating to primary health care and chronic disease prevention and management within approved guidelines • Sound knowledge of community health, public health and Aboriginal Health • Experience with health service agencies, non-government organisations, community groups and medical professionals at all levels • Ability to build relationships with all levels of the organisation and the community • Strong interpersonal skills, including the ability to demonstrate empathy when required • Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands • Continuous developing professional competence and qualifications • Ability to hold all relevant security clearances including National Police Check and Working with Children clearance

	<ul style="list-style-type: none">• Current valid Driver's license, minimum of Class "C" or equivalent <p>Core Competencies –</p> <ul style="list-style-type: none">• Strong interpersonal skills, including the ability to demonstrated empathy when required• High written and verbal communication• Analysis and problems solving skills• Sound level of numeracy and demonstrated attention to detail• Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands• Ability to build relationships with all levels of the organisation and the community
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Selection Criteria

Qualifications & Experience

- Aboriginal Health Practitioner or RN with current AHPRA registration
- Demonstrated Leadership skills in supervising a team of nurses and health workers
- Demonstrated knowledge, skills and clinical experience in issues relating to primary health care and chronic disease prevention and management within approved guidelines
- Sound knowledge of community health, public health and Aboriginal Health
- Experience with health service agencies, non-government organisations, community groups and medical professionals at all levels
- Ability to build relationships with all levels of the organisation and the community
- Strong interpersonal skills, including the ability to demonstrate empathy when required
- Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
- Continuous developing professional competence and qualifications
- Ability to hold all relevant security clearances including National Police Check and Working with Children clearance
- Current valid Driver's license, minimum of Class "C" or equivalent

Core Competencies

- Strong interpersonal skills, including the ability to demonstrated empathy when required
- High written and verbal communication
- Analysis and problems solving skills
- Sound level of numeracy and demonstrated attention to detail
- Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
- Ability to build relationships with all levels of the organisation and the community

Note: Aboriginal people are encouraged to apply for all Durri ACMS advertised positions