



Durri Aboriginal Corporation Medical Service
Servicing the Macleay and Nambucca Valleys
ABN 52 730 046 875 ICN 27



Position Name: Registration Attendant - Kempsey

Position No (If applicable): N/A

Contact Name: Alicia Stewart

Telephone: (02) 65602355



General Conditions of Employment

- Position:** Registration Attendant - Kempsey
- Position No (If applicable):** N/A
- Award:** ATSIHWP + ACCHS 2020
- Classification:** Administration - Grade 2 - Level 1
- Salary:** \$29.21 per hour
- Award entitlements:** Uniform Allowance
- Identified positions:** Pursuant to Section 14D 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:** 10% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer.
- Employment clearances:** Selection criteria - see page 10.
- 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:** Monday 26 July 2021 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 over 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 10.

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.

Position Description

Position Title: Registration Attendant	Business Unit: Primary Healthcare Unit											
Reports To: Team Leader – Primary Health AHP	Direct Reports: Nil											
Purpose:												
<p>This position will work under the instruction of the Team Leader – Primary Health AHP and in partnership with other program and clinical areas at Durri Aboriginal Corporation Medical Service (Durri ACMS) and any other site that the service may from time to time operate within the Macleay Valley.</p> <p>This position is located at DACMS Kempsey and is for 6-month period.</p>												
Primary Objective:												
<p>This position is responsible for providing culturally appropriate screening at entry check points, ensuring all staff/patients/visitors/contractors who enter the Durri ACMS premises are appropriately screened in accordance with NSW Health mandatory requirements, state and federal legislation and as directed by the Chief Executive Officer or delegate.</p> <p>This role is necessary to help limit the spread of COVID-19 and minimise infection risk to patients and their families and carers, staff, visitors and the broader community prior to entering the premises.</p>												
Position Dimension & Decision-Making Authority:	Key Communication Contacts:											
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine enquiries from clients and the community <p>After Consultation Managers or others –</p> <ul style="list-style-type: none"> • Complex client health problems/issues • Actions outside policy and procedure <p>Referred to managers or others –</p> <ul style="list-style-type: none"> • Operational and Capital Expenditure 	<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Practice Manager - Kempsey</td> <td>Daily – as required</td> </tr> <tr> <td>Team Leader – Primary Health AHP</td> <td>Daily – Direction and achievement of accountabilities</td> </tr> <tr> <td>Client and Community</td> <td>As needed – Providing help and advice on alcohol and other drugs related problems</td> </tr> <tr> <td>All staff</td> <td>As needed – Linking with other programs where appropriate</td> </tr> </tbody> </table>		Contact/Organisation	Purpose/Frequency of Contact	Practice Manager - Kempsey	Daily – as required	Team Leader – Primary Health AHP	Daily – Direction and achievement of accountabilities	Client and Community	As needed – Providing help and advice on alcohol and other drugs related problems	All staff	As needed – Linking with other programs where appropriate
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Registration Services	<ul style="list-style-type: none"> • Encourage the use of QR codes. • Where a QR code is not used, recording of staff/patients/visitors/contractors' information for organisational and possible contact tracing purposes. • Provide staff/patients/visitors/contractors with sufficient Personal Protective Equipment (disposable masks) prior to entering the premises. • Encourage and ensure hand hygiene practices are taken by all staff/patients/visitors/contractors prior to entering the premises. • Referral of patients to COVID-19 screening points for those displaying cold and flu symptoms and/or have been in hot spot areas as identified by the state government. • Abide by and implement organisation, state and federal government decisions relating to COVID-19 and their practices. • Reporting of any staff/patients/visitors/contractors refusing to abide by the entry requirements of the organisation. 	<ul style="list-style-type: none"> • Achievement of KPI's. • Use of QR codes. • Patient registrations for those not using QR codes. • Recording of patient temperatures, etc.
2. Community Care	<ul style="list-style-type: none"> • Liaise with the other program staff to obtain information and ensure that information regarding COVID-19 practices and procedures is accurate, easily accessible and understood by the community. • Obtain feedback from the community to ascertain if communicated messages have been correctly received. 	<ul style="list-style-type: none"> • Achievement of KPI's. • Feedback from community.
3. Teamwork and Collaboration	<ul style="list-style-type: none"> • Ensure compliance with relevant WH&S legislation and that any issues are identified and actioned in line with the policy. • Effectively collaborate with team members to ensure that the service is operating effectively and efficiently, while maintaining a harmonious team environment. • Attend all Durri ACMS Team Program meetings and other meetings as directed. 	<ul style="list-style-type: none"> • Feedback from colleagues. • Feedback from clients.
4. Compliance & Quality Assurance	<ul style="list-style-type: none"> • Comply with all relevant legislation and regulatory standards. • Obtain and record accurate histories and information to ensure compliance to all organisational policies, procedures and legislative requirements. • Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups. 	<ul style="list-style-type: none"> • Achievement of KPI's. • Has read and signed off on Staff Policy and Procedure manual. • Use of QR codes. • Patient registrations for those not using QR codes. • Recording of patient temperatures, etc.

	<ul style="list-style-type: none"> Assists in creating a positive work environment that promotes cultural safety, productivity, mentoring, teamwork and co-operation. 	
5. Reporting	<ul style="list-style-type: none"> Provide statistical and management reports to meet organisational and statutory requirements as required. Record and utilise QR codes as required. Ensure client data information meets organisational, statutory, and funding body requirements including national key performance indicators. 	<ul style="list-style-type: none"> Achievement of KPI's. Patient registrations for those not using QR codes Recording of patient temperatures, etc. Use of QR codes.
6. Policy and Procedures	<ul style="list-style-type: none"> Attend all mandatory training requirements, as requested, and participate in staff performance reviews including updated First Aid Certificate, Fire Safety Training and participation in Staff immunisation program. Compliance with and understanding of EEO Legislation. 	<ul style="list-style-type: none"> Provide consistent and high standards of compliance with policies and best practice.
7. Professional development	<ul style="list-style-type: none"> Attend all organisational training that is considered mandatory. 	<ul style="list-style-type: none"> Achievement of Program KPI's and regulatory standards
8. 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 site and ensure appropriate inductions have been completed with new contractors 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. 	

Key Challenges:	Person Specification:
<ul style="list-style-type: none"> • Use of QR codes • Patient registrations for those not using QR codes • Recording of patient temperatures, etc • Training both online and face to face • UpToDate knowledge of organisational advice 	<p>Essential Qualifications & Experience –</p> <ol style="list-style-type: none"> 1. Aboriginal or Torres Strait Islander descent (<i>This is an identified position under Section 14D of the NSW Anti-Discrimination Act 1977.</i>) 2. Sound knowledge of community health, public health and Aboriginal Health. 3. Experience working with health service agencies, non-government organisation, community groups and medical professionals at all levels. 4. High level customer service skills. 5. Demonstrated effective interpersonal and verbal communication skills. 6. Excellent time management, prioritisation and organisation skills with attention to detail. 7. Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment in line with guidelines and procedures. 8. Ability to work with minimal supervision and use initiative and the ability to work as part of a team. 9. Demonstrated computer literacy and typing skills and demonstrated ability to use and learn relevant computer programs. 10. Ability to hold all relevant security clearances including the National Police Check and Working with Children clearance. 11. Current First Aid Certificate or ability to obtain. 12. Current valid unrestricted NSW Driver licence, minimum of Class “C” or equivalent.

Selection Criteria

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