

POSITION DESCRIPTION

ABORIGINAL/TORRES STRAIT ISLANDER OUTREACH WORKER

PURPOSE OF POSITION

The aim of the Aboriginal and/or Torres Strait Islander Outreach Worker is to provide support to Aboriginal and Torres Strait Islander community members and their families, in accessing primary health care services, as well as enabling best practice care to be delivered by GPs and other health professionals. The role of the Aboriginal and/or Torres Strait Islander Outreach Worker is to work as a member of the Hunter Primary Care's Integrated Team Care program (*ITC*) and to help with chronic disease prevention and management for local Aboriginal and Torres Strait Islander people.

The Outreach Worker will work closely with other members of Hunter Primary Care's ITC team, particularly our Care Coordinators, to provide support and assistance to GPs, practice staff and other health professionals in delivering holistic and culturally appropriate health care to Aboriginal and Torres Strait Islander community members.

The Outreach Worker will also work in close collaboration with the Hunter New England Central Coast - Primary Health Network's [HNECC-PHN] Aboriginal Health Officers, who will provide regional guidance and strategic direction for ITC teams in the HNECC-PHN region.

REPORTS TO

- Team Leader – Care Coordination

DIRECT REPORTS

- Not applicable

KEY RESPONSIBILITIES

With the support of the HNECC-PHN Aboriginal Health Officers, Outreach Workers will undertake the following non-clinical tasks:

- Community liaison: establish links with local Aboriginal and Torres Strait Islander communities to promote the importance of improving health outcomes and encourage and support the increased use of health services. This includes MBS Health Assessments for Aboriginal and Torres Strait Islander people, and MBS care planning and follow-up items. They should also identify Aboriginal and Torres Strait Islander people who would benefit from improved access to these health services;

- Work in in close collaboration with HPC's Care Coordinators in support of the ITC Care Coordination services.
- To provide/enter data on all AOW activity using the HPC client management database
- Assist the HNECC-PHN's AHO to identify barriers to health services for Aboriginal and Torres Strait Islander people;
- Provide practical assistance to identified Aboriginal and Torres Strait Islander people to access services and attend appointments (including GP care planning, follow-up care, specialist services and community pharmacies); and
- Provide feedback regarding access problems: provide feedback to HNECC regarding barriers to health services for Aboriginal and Torres Strait Islander people, and, in conjunction with the AHO, work to implement solutions.
 - Work alongside HNECC PHN AHOs: the work of the Outreach Worker role will be tailored to meet the needs of the communities they work in. Activities for Outreach Workers may include, but not be limited to:
 - distributing information/resources to Aboriginal and Torres Strait Islander communities about services that are available to/for them, and encouraging the use of primary health care services in their region;
 - encouraging and helping Aboriginal and Torres Strait Islander people to attend appointments with GPs, including for Aboriginal and Torres Strait Islander Health Assessments and care planning;
 - assisting Aboriginal and Torres Strait Islander people to travel to and from appointments;
 - encouraging and assisting Aboriginal and Torres Strait Islander people to:
 - attending appointments with referred specialist services and care coordination, as necessary;
 - attending appointments for relevant diagnostic tests and/or referrals to other primary health care providers (including allied health);
 - collecting prescribed medications from the pharmacist;
 - returning for follow up appointments with their GP and/or practice nurse; and
 - filling out forms and understanding instructions from reception staff.
- Encourage Aboriginal and Torres Strait Islander people to:
 - identify their Aboriginal and/ or Torres Strait Islander status; and
 - register for a Medicare card
 - register for a MyHealthRecord.
 - providing support for outreach/visiting health professionals where required;
- Distribute information to Aboriginal and Torres Strait Islander people about how to access available services (e.g. care coordination, PBS co-payment).

WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as is reasonably able, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Identify as an Aboriginal and/or Torres Strait Islander person.
- Demonstrated computer literacy skills; specifically database navigation, data and text entry
- Demonstrated ability to communicate effectively and with cultural sensitivity and respect with a wide range of people particularly Aboriginal and Torres Strait Islander people and their communities.
- Demonstrated ability and preparedness to monitor and report on AOW program activity using a database
- Contemporary knowledge and interest in the issues affecting the health outcomes of Aboriginal and Torres Strait Islander people and their health, and enthusiasm to provide assistance and care to others in the community.
- Recognised as a responsible community member within the local Indigenous community.
- Applicants for this position must provide 'National Police Check' and 'Working with Children Check' clearances before an offer of employment can be made.
- Hold a current NSW Drivers Licence and have access to a comprehensively insured motor vehicle for work purposes (appropriate reimbursement will be provided).
- Proof of Aboriginality

DESIRABLE CRITERIA

- Experience working in the health or community sector.
- Aboriginal Health Worker (Certificate Level III in Aboriginal and Torres Strait Islander Health), or similar, or willingness to undertake similar qualification will be highly regarded.

SPECIAL CONDITIONS

- Some out of hours work on evenings and weekends may / will be required (e.g. attendance at community forums or meetings) for which flexible working hours may be negotiated with manager.
- Regular travel required
- Current NSW Drivers Licence
- Comprehensively insured motor vehicle
- National Police Check
- NSW Working with Children Check

ACCEPTANCE OF POSITION

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

.....
Signature Print Name

.....
Date

Position Approved by: