## POSITION DESCRIPTION

# Integration coordinator – Soul Clinic



## Purpose of Position

The Integration Coordinator is responsible for supporting and coordinating a team of multi-agency clinicians who deliver integrated health care for vulnerable members of our community.

The position is responsible for ensuring seamless integration of health care and social support services for the vulnerable, ensuring that the vulnerable members of our communities receive the care they need, when they need it.

The Integration Coordinator is responsible for data collection and program coordination.

This position plays a pivotal role in a transformative program that aligns with Hunter Primary Cares values of respect, integrity, recognition and excellence.

This role ensures the effective management of outreach services, seamless client care, and the achievement of program objectives for the Soul Clinic.

KEY FOCUS AREAS

* Overseeing the daily operations of the Soul Clinic to ensure efficient and effective service delivery.
* Coordinating with internal and external stakeholders to deliver integrated care and support.
* Leading multi-agency collaboration to ensure comprehensive care and positive outcomes for guests and their families.
* Managing incoming and outgoing referrals and monitoring program effectiveness.
* Supervising team members and ensuring compliance with legal and organisational standards

The position supports HPC strategic objectives by supporting people to optimise their health and achieve their goals of care, while delivering high quality services that benefit the community, in accordance with HPC core values and strategic initiatives.

## Reports to

General Manager Primary Care

## Direct Reports

Practice Nurse – Soul Clinic

## Key Responsibilities

Oversee the day-to-day operations of the Soul Hub Clinic ensuring efficient and effective service delivery that meets the needs of the target population.

Coordinate with key stakeholders to ensure integrated care and support for guests.

Work with an integrated team-based approach overseeing the Practice Nurse and reflective supervision sessions with members of the MDT team.

Achieve program targets by optimising outreach efforts, including the number of guests served and the quality of services provided.

Facilitate coordination between health services, community resources, and social services, ensuring continuity of care and support.

Responsible for monitoring program outcomes and evaluation, ensuring that the service is appropriate and achieving sound outcomes.

Provide support to the clinical team and Soul Hub to ensure guests remain engaged with their care plans.

Ensure guests receive timely and appropriate support services.

Advocate for guests needs within the broader healthcare and social services systems to ensure comprehensive care.

Achieve measurable improvements in clients' health and wellbeing, as assessed through pre and post-intervention evaluations as part of the MDT team.

Manage incoming and outgoing referrals for guests and families experiencing homelessness.

Implement strategies for monitoring appointment attendance, ensuring accurate billing of services and care plans

Community engagement

* Build and sustain strong relationships with community organisations, healthcare providers, and stakeholders to enhance service delivery.
* Chair care collaboration meetings to ensure sound multi-agency collaboration and sound client outcomes.
* Participate in outreach activities to raise awareness of the Soul Hub Program and its services.
* Foster positive community impact through strengthened collaborations and feedback from partners.

FINANCIAL & CONTRACT MANAGEMENT

Manage the Soul clinic in a fiscally responsible manner and in line with the budget allocation, identifying opportunities for cost efficiencies including budgeting, financial reporting and ensuring optimal operational benchmarks are achieved for expenditure and service delivery.

Meet with HPC financial team members as required.

Oversee budget forecasting in consultation with HPC Finance

Initiate and review opportunities for business growth and foster opportunities for new development

Provide activity and evaluation reports as required under contractual arrangements with external funding bodies.

Work collaboratively with the Soul Hub management team together as part of the Soul clinic in ensuring compliance with budget constraints

Communication

* Maintain appropriate professional communication with guests, their families or carers, and other health professionals including awareness of cultural, gender and other individual needs
* Communicate with guests, their family or carers with compassion and empathy
* Maintain professional communication with key stakeholders

self management and development

* Behaviour is perceived to be consistent with the HPC core values and code of conduct
* Actively develop and maintain effective relationships with internal and external stakeholders
* Self-development opportunities in line with role requirements are identified and agreed activities undertaken
* Actively participate in performance and development planning and review processes

Documentation

* Ensure all program activities adhere to relevant legislation, policies, and procedures.
* Prepare and submit reports on program outcomes, challenges, and achievements to General Manager
* Maintain full compliance with legal, regulatory, and organisational standards, with no significant compliance issues
* Ensure the timely completion of all client-related data entry to relevant record systems including Best Practice database
* Maintain patient privacy and confidentiality as per HPC Privacy Policy and applicable legislation

## Quality Assurance

* Assist in the development, implementation and review of appropriate Policies and Procedures.
* Participate in staff training
* Ensure consistency of program delivery.
* Implement and participate in ongoing personal and professional development strategies to improve job performance and efficiencies.
* Participate in Soul Hub’s meetings
* Demonstrate commitment to improving service delivery through quality improvement and consumer feedback processes
* Participate in continuous process improvement within a performance management framework

## Work Health, Safety & wellbeing

Ensure safe working procedures are developed, implemented and operational within Soul Clinic

* Ensure all incidents, non-compliances and hazards are reported and acted upon according to policy and procedures
* Actively support and participate in injury management processes for self or other employees within the workplace
* Take reasonable care of own health, safety and wellbeing and take reasonable care that own acts or omissions do not adversely affect the health, safety and wellbeing of other persons

Comply so far as is reasonably able, with any reasonable instruction and comply with HPC policies and procedures relating to health, safety and wellbeing

Proactively address any issues that may adversely affect the health, safety and wellbeing of any persons at Soul Clinic or HPC.

## Position CLASSIFICATION

This position is classified as a Health & Wellbeing Services Level 4 position in accordance with the Hunter Primary Care Agreement 2021.

## Selection Criteria

### Essential Criteria

Tertiary qualifications in Social Work and/or Registered Nurse and or significant experience in providing care coordination to people who have experienced homelessness.

Ability to engage with and support people using trauma informed and integrated care principles.

Strong leadership and coordination skills, with experience in managing multi-disciplinary teams and program coordination.

Excellent written and verbal communication skills, including highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people, in a variety of settings.

Proficient in use of Word, Excel, Outlook and various other Information Technology platforms in general (such as Electronic Medical Records Systems – eg. Best Practice).

Familiarity with medical/clinical software programs and billing procedures

Ability to take initiative and undertake a range of duties with limited supervision.

Excellent relationship-building skills to work with stakeholders across health and social care sectors.

Experience in program management, especially within a health or social services context.

Knowledge of vulnerable communities and its impacts on individuals, along with the ability to advocate for their health and wellbeing.

### Desirable Criteria

Prior experience in care coordination to vulnerable people

Knowledge of, or, experience working with Hunter-based services within the Health and Social Services sectors

Understanding of the primary health care sector

Experience working within a diverse community and with a broad range of members of the community, including children

## Special Conditions

Access to reliable transport for work related travel purposes

National Police Check

Current NSW WWCC

## 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.

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Signature Print Name

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Date

Position Approved by: Melissa Ward, General Manager Primary Care – December 2024