

## Position Description

<b>JOB TITLE</b>	Aboriginal Primary Care Facilitator
<b>REPORTS TO</b>	Senior Program Manager – Partnerships & PCCG
<b>DATE</b>	<b>April 2022</b>
<b>CONTRACT TYPE</b>	Fixed Term Contract
<b>POSITION OBJECTIVE</b>	
Engage with mainstream primary health care service providers and their teams to provide concentrated support and quality improvement initiatives leading to improved service levels and health outcomes for Aboriginal and Torres Strait Islander people.	
<b>KEY RESPONSIBILITIES</b>	
<p><b>General Practice engagement, support and facilitation:</b></p> <ul style="list-style-type: none"> <li>Identifying and engaging with mainstream primary health care services and key staff who work with Aboriginal and Torres Strait Islander people</li> <li>Increasing the knowledge and confidence of mainstream primary health care services staff in working with Aboriginal and Torres Strait Islander patients using strategies such as culturally appropriate terminology cheat sheets, practice visits, and support clinical or referral resource provision</li> <li>Systematically review practices in order to prioritise practices with high number of Aboriginal and Torres Strait Islander patients; coordinate practice visits (either solo or joint visit) in consultation with the assigned Practice Development Officer and undertake quality improvement activities</li> <li>Undertaking informal survey with practices - identify their need gaps i.e. culturally aware practice, MBS-items, practice's knowledge of services and how to refer to services</li> <li>Assisting in the utilisation of PenCAT to enable practices to identify and recall patients</li> <li>Develop and maintain a Toolkit by identifying and collating services in Western Sydney</li> <li>Identify and collate resources and services in Western Sydney that are aligned with other GP toolkits developed by WentWest which support capacity building visits with GPs</li> <li>Working with the Marketing and Communications team on developing and implementing an on-line toolkit using Healthy Digital, marketing and communications plan linking up the information collated by other teams e.g. contracts &amp; relationships team</li> <li>Collect and provide accurate, timely data which will contribute to research and reporting requirements</li> <li>Ensure correct data capture and quality maintenance of ChilliDB and call note entry post practice visits, practice profiling and provide regular reports</li> <li>Effectively escalate and document stakeholder issues or concerns and resolve them in a timely manner</li> <li>Work collaboratively with the Practice Development team (PDT) including attendance at weekly PDT meeting and other PDT meetings as appropriate</li> <li>Organise relevant events for health professionals and GPs as required</li> </ul> <p><b>Reconciliation Action Plan (RAP)</b></p> <ul style="list-style-type: none"> <li>Provide advice and education in the development and implementation of the Went West RAP</li> <li>Working as or with the Chair of the RAP Working Group in the facilitation and organisation of regular meetings and actions arising out of meetings</li> </ul>	

## Position Description

- Work with the RAP Working Group to develop and deliver on strategies for reconciliation initiatives
- Coordinate the delivery and support for events of significance in the Aboriginal and Torres Strait Islander calendar (eg. National Reconciliation Week and NAIDOC Week)
- Engage staff in reconciliation by communicating and supporting organisation-wide commitment to deliver RAP initiatives.
- Build and maintaining effective relationships with key stakeholders involved in the RAP (members, government, community and RAP organisations).

### Other

- Perform other duties reasonably required as directed
- Ensure “best practice” processes across all areas of responsibilities
- Comply with the organisations policies and procedures
- Ensure the safety of yourself and others in line with the organisations WHS policies and procedures and the *Workplace health and safety Act 2011*

### ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Regular travel is required as a part of the role within the Western Sydney area
- Own fully insured vehicle required
- Some out of hours work on evenings and weekends will be required e.g. attendance at community forums, or meetings

### QUALITY SYSTEM

- Ongoing compliance with Quality System requirements.
- Responsible for ensuring that all quality documents (held in quality document repository) identified as being authored by my role are reviewed and updated within the required timeframe, as assigned by the quality team or my manager

### QUALIFICATIONS

- Tertiary qualifications or relevant work experience in Aboriginal Health

### SKILLS AND EXPERIENCE

#### Essential

- Experience, knowledge and understanding of the Australian healthcare system
- High level communication skills, (verbal, written and interpersonal)
- Experience working with Aboriginal and Torres Strait Islander communities and a demonstrated understanding of current issues
- Ability to work independently with demonstrated planning, organisational and problem-solving skills
- Demonstrated ability to work collaboratively, consult, negotiate and manage complex relationships
- Proficiency in Microsoft Office suite
- Current drivers licence, with access to fully insured vehicle and willingness to use for work purposes from various work locations as required
- Compliance with WentWest’s mandatory COVID-19 Vaccination Policy requiring double vaccination against COVID-19

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### Desirable

- Experience working within a medical practice and liaising with medical professionals such as GPs and allied health providers
- Experience in using client relationship management systems
- Demonstrated experience working collaboratively as a member of a multidisciplinary team and with other service providers including General Practitioners, Community Services (CS), and non-government organisations (NGOs)

### PRE-APPOINTMENT REQUIREMENTS – These must be provided prior to offering a position to a candidate

- Right to work in Australia documents (Passport, or Birth certificate with 100 points of ID)
- Certification of any qualifications and professional memberships
- Verification of double vaccination against COVID-19 in accordance with WentWest's mandatory COVID-19 Vaccination Policy
- Verification of current NSW drivers licence
- Verification of comprehensively insured motor vehicle
- National Police check completed in the last 6 months
- Working With Children Check

### WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour, and through effective implementation of a positive team-based culture

**Creativity** – challenge convention

**Leadership** – Inspire action

**Equity** – actively overcome barriers

**Excellence** – be the best we can be

**Respect** – understand others