



POSITION TITLE: Clinic Coordinator

Position Title	Clinic Coordinator	Program / Funding Stream	50
Position Classification	Aboriginal Health Practitioners Level 4 / Level 5 Nurse Level 4	Finance Funding Code	DOC50
Reports To	Primary Health Services Manager	Direct Reports	RAHP's Registered Nurses Clinic staff (other)
Program / Role Description	<p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli operates a range of clinics and provides a range of primary health care and other services which include main clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children's Health and Men's Health.</p> <p>The Clinic Coordinator position is responsible for the delivery of a high quality primary/acute care clinical program to the clients of Wurli-Wurlinjang Health Service (Wurli) whilst meeting and improving clinical key performance indicators. The role is responsible for coordinating delivery of client services in accordance with Wurli policies and procedures, guided by CARPA standard treatment manual and applicable legislation and regulations. In addition to this the clinic coordinator is required to supervise other RAHP's / RN in the program area, ensuring planning and supervision of their daily duties, is responsible for quality and assurance checks and audits to ensure standards are met in accordance with the Australian General Practice Accreditation Limited (AGPAL) and assist with the preparation of reports and allocating resources within budget guidelines.</p>		
Qualifications	Essential: Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care / Bachelor of Nursing		
	Desired: Diploma in ATSI Primary Health Care Practice / Degree in Nursing / or equivalent ; or working towards other relevant qualifications; and /or Certificate IV Leadership and Management		

Experience	Essential: Minimum of 5 years broad clinical experience / Previous experience in a clinical leadership or supervisory role /
	Desired: Previous experience in providing Primary Health Care services in the Katherine region or an AMS
Prerequisites	Fully Registered as ATSI Primary Health Practitioner or Nurse with Australian Health Practitioners Regulation Agency (AHPRA) National Police Records Check and Working with Children's Clearance Current Cardio Pulmonary Resuscitation Certificate (CPR) Current Northern Territory Driver's License
Key Result Area	Responsibilities / Activities
SERVICE DELIVERY	<ul style="list-style-type: none"> <input type="checkbox"/> In partnership with other health professionals ensure the clinic, provides and promote a comprehensive primary health care service to the community <input type="checkbox"/> To lead by example and bring high level cultural capital, authority and authenticity to the clinic environment whilst ensuring services are delivered in a culturally appropriate fashion. <input type="checkbox"/> Participate as a member of a multi-disciplinary team in the development, implementation and review of the health care and case management plans to ensure provision of a consistent and agreed approach to Health care <input type="checkbox"/> Coordinate the workload and provide effective leadership to the clinic service team <input type="checkbox"/> Ensure clinical components of service delivery are met by the clinic team such as, but not limited to:- <ul style="list-style-type: none"> • Screen patients and treat according to CARPA protocols or refer client to a more senior Health Practitioner, Nurse or Doctor. • Procedures and treatments are explained to clients to gain cooperation and understanding, and allow clients to make informed decisions about their health management
	Standard Measure
	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the funding agreement, Wurlu's Continuous Quality Improvement Program, legislative requirements and related policies and procedures:- <ul style="list-style-type: none"> ○ Performance will be measured against KPI report data ○ Timeliness and content in required reports ○ Resources utilized in a cost effective and productive manner ○ Demonstrated willingness to adapt and modify service delivery as required to achieve best outcomes.

	<ul style="list-style-type: none"> • Management of patient care plan systems to standard • Appropriate use of Communicare patient information system to identify care needs and document patient consultation in patient's medical file is maintained • Assist Doctors and other health professionals with communication, treatment and any advice relevant to a client's treatment. <ul style="list-style-type: none"> <input type="checkbox"/> Assist in the provision of high quality emergency care that at times is independent but with support from other health professionals <input type="checkbox"/> Supervise, support and advise beginner and developing practitioners to develop confident and independent practice <input type="checkbox"/> As a senior health practitioner provide practice and cultural support to other health professionals within the primary health / acute care clinical service team ensuring continuing professional development requirements are noted, recorded and met. <input type="checkbox"/> Maintain the clinic presentation, hygiene and operational needs by ensuring that:- <ul style="list-style-type: none"> ○ RACGP accreditation standards are maintained as relevant ○ The clinic is clean, tidy and presentable at all times ○ There is timely regular ordering of consumables used in the clinic ○ Regular maintenance of clinical equipment used in the clinic ○ There is efficient management of the medicine room <input type="checkbox"/> Attend Coordinators meeting, Clinical Governance Meetings and relevant team meetings. <input type="checkbox"/> Provide clinical support as necessary to maintain effective clinic operations. <input type="checkbox"/> Provide mentoring and cultural liaison support to the service team as necessary. 	
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<p>PROGRAM DEVELOPMENT, NETWORKING & LIAISON</p>	<ul style="list-style-type: none"> ❑ Liaise with Indigenous agencies, health clinics, hospitals, and welfare providers, and other staff members (particularly the Program Team) to ensure clients have access to information and are referred to relevant services and programs as required ❑ Actively encourage client/family/community to engage in practices conducive to optimising health. Participate in committees and working groups to support the integration of acute care. ❑ Develop and maintain relationships both within the organisation and external to the organisation that promotes a culturally safe approach to client care. 	<ul style="list-style-type: none"> ● Acts in a professional manner and maintains the reputation of the organisation and profession. ● Acts in a professional manner at meetings and forums. ● Positively promotes the image of the organisation in discussions with external and internal stakeholders.
<p>TEAM SUPPORT / SUPERVISION</p>	<ul style="list-style-type: none"> ❑ Lead and supervise the service team to work effectively and deliver within the program requirements ❑ Management of the clinics human resources in accordance with Wurli policies and procedures and the delegations framework of Wurli, including but not limited to: - leave approval, hours of work, payroll authorisation, absence, under performance etc. ❑ Provide assistance with recruitment, selection and induction of staff ❑ Supervision and performance management of the clinic service team; ❑ Implement a program of training and professional development for staff ❑ Ensure staff participate in an annual performance appraisal and develop an individual annual professional development / training plan and work plan. 	<ul style="list-style-type: none"> ● Co-operative and professional working relationships are developed and maintained ● Delegated Human Resource functions are completed in accordance with time frames and standards ● Proactive approach in management of staff request, grievances, disputes and performance
<p>ADMINISTRATION & REPORTING</p>	<ul style="list-style-type: none"> ❑ Ensure quality service delivery is maintained through continuous improvement activities including case reviews, staff meetings, planning forums, service reviews and the integration of client feedback. ❑ Ensure client files, data collection systems and service documentation are up to date; produce quality internal and external client and service reports as required. 	<ul style="list-style-type: none"> ● All administrative functions are actively undertaken, accurate and timely <ul style="list-style-type: none"> ○ Client / program records ○ Program Reporting ○ Finance administration ○ Human Resource administration

	<p>Complete all associated administrative functions such as, finance, HR, risk assessment and asset management procedures in a timely fashion in accordance with Wurli procedures and standards.</p> <p>Complete all reporting requirements to standard as required and within the required time frames.</p> <p>Assist in the preparation of audits and program reports and submission</p>	<ul style="list-style-type: none"> ○ Risk Management and WH&S administration
WORKPLACE HEALTH & SAFETY	<p>Ensure your personal health and safety, and that of others in the workplace</p> <p>Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety</p> <p>Promote and deliver in accordance with Wurli's risk management framework</p> <p>Report all accidents, incidents, near misses and hazards immediately</p> <p>Respond in line with risk management, incident management, reporting and escalation requirements in times of a crisis, emergency or following a complaint.</p> <p>Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program and delivery as required.</p>	<ul style="list-style-type: none"> ● Adheres to Risk Management and WH&S Policy and Procedures at all times
CORPORATE IDENTITY	<p>Drive and lead the service culture in line with Wurli vision and values.</p> <p>Act as a role model for staff and clients</p> <p>Maintain professional networks that allow for good service delivery and continuity of care for patients</p> <p>Act in accordance with Wurli's Code of Conduct</p>	<ul style="list-style-type: none"> ● Leads by example and promotes Wurli's Values and image of the organisation and program. ● Acts in a professional manner and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> ● Collaborative: Exceptional ability to collaborate, communicate, and execute outcomes across functions and all levels of employees and 		<ul style="list-style-type: none"> ● Willingness to work within Wurli's values and vision and adhere to quality improvement practices, policies and procedures

<p>stakeholders; Encourages and cooperates with others to achieve common goals</p> <ul style="list-style-type: none"> • Analytical: Collects, organises and applies information relevant to specific needs and outcomes • Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus • An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with clients. • Excellent organizational and time management skills • High level of discretion and sound judgment. 	<ul style="list-style-type: none"> • Demonstrates knowledge of Primary health care / CARPA standards/ RACGP/ISO 9001. • Demonstrated knowledge and understanding of indigenous societies and culture, including issues effecting indigenous people in contemporary Australian Society and knowledge of Katherine and surrounding communities • A demonstrated ability and commitment to supervise / lead a small yet diverse staff team delivering services to a varied group of clients. • High level communication skills and a demonstrated willingness and ability to represent the organisation externally, including managing and developing essential stakeholder relationships and partnerships. • Computer skills including the ability to use MS Office Suite, MS Outlook or equivalent. • Excellent written, communication and listening skills
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