



Position Description

Position Title:	Settlement Health Coordinator
Award/classification:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement Registered Nurse Div 1 Grade 4B
Directorate:	Allied Health and Community Development
Reports to:	GM-Allied Health and Community Development
Direct reports:	None
Effective date:	November 2018

Overall Position Purpose

Background

The 2016-17 State Budget provided funding over four years for additional health and human services to support rising refugee settlement in Victoria in response to the Middle Eastern refugee crisis.

This included funding to co-locate experienced Refugee Health Nurses, otherwise known as settlement health coordinators, with *AMES Australia* settlement services to provide health and community services orientation, health triage and referral for newly arrived refugees.

This role is a four year funded pilot position and will form part of the flexible, coordinated response to refugee health and wellbeing currently provided by the Victorian Refugee Health Program. A working group has been established to oversee the development, implementation and evaluation of the settlement health coordinator role.

The settlement health coordinator will be employed by *DPV Health* and will be co-located with the AMES settlement service at the AMES Dallas location.

DPV Health, AMES Australia, the Department of Health and Human Services and the State Wide Facilitator of the Refugee Health Program, will work collaboratively to support the role in its development and implementation as per the Settlement Health Coordinator Memorandum of Understanding.

Position Objective

The primary role of the Settlement Health Coordinator will be to provide advice, secondary consultation and training to AMES Australia settlement case managers, health providers, and their newly arrived clients. The role will involve triaging and prioritising referrals and identifying referral pathways. Collaboration with other health and welfare providers is essential to this role.

The Settlement Health Coordinator will provide capacity building and partnership development with local general practices and other health services to improve the cultural responsiveness of staff and access for clients from refugee backgrounds.

The Settlement Health Coordinator will build the capacity of AMES Australia settlement case managers to understand the health referral system and the most appropriate health referral pathways.

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The Settlement Health Coordinator will work with program managers from community health services, local general practices, AMES Australia settlement case managers and the statewide facilitator of the Victorian Refugee Health Program to respond to emerging issues and continually develop this role.

The Settlement Health Coordinator will be employed by the local community health service, and located at the local AMES Australia settlement service. The Settlement Health Coordinator will be required to work at different *AMES Australia* sites to provide services across neighboring local government areas. The role may involve a small amount of after-hours work.

Duties and Responsibilities

- Provide secondary consultation to *AMES Australia* settlement case managers in clinical matters and recommend refugee health pathways in the local area.
- Provide consultation to clients of refugee background as required
- Oversee the pre-arrival HAPLite data for the Humanitarian Settlement Program clients and inform case managers of any necessary follow-up required.
- Coordinate care for Critical and Potential medical health issues for new arrivals
- Review clients who present to the AMES Australia office with health issues
- Identify and facilitate referral pathways for highly complex clients in consultation with case managers.
- Work with health providers and case managers to identify and address access issues, improving the timeliness and cultural appropriateness of services for refugee and asylum seeker clients.
- Provide health and human service information and education sessions at orientation of new staff
- Work with the AMES Australia training team in developing and delivering health curriculum across the organisation.
- Work in partnership with external organisations such as Refugee Health Network, Primary Health Networks, Primary Care Partnerships, Australian Practice Nurse Association, Refugee Health Fellows, English Language Schools, hospitals, local ethnic services and religious bodies to improve their capacity to provide holistic health services to refugee clients.
- Be proficient in coordinating the distribution of information on the Commonwealth's *No Jab, No Pay* legislation/policy and the Victorian Government's *No Jab No Play* legislation/policy.
- Contribute to advancing evidence-based practice, translation of research into practice and foster a culture of practice improvement within the framework of the Settlement Council of Australia's *National Settlement Service Standards*.
- Participate in professional development opportunities, which enhance the Settlement Health Coordinator role.

Professional Practice

- Ensure that the competencies required to perform the medical advice are learnt and maintained at the required professional level. These competencies are based on both the Australian Nursing and Midwifery Council's national competency standards for the registered nurse and the competency standards for the registered nurse in general practice
- Practice in accordance with Nursing and General Practice standards codes, guidelines, legislation and regulations
- Practice based on primary, preventative care or early intervention health care approaches
- Participate in ongoing education and training to maintain competence for nursing practice.

Collaborative Practice

- Participate in shared decision making of care delivery with individuals, groups and members of the settlement teams, refugee health teams and General Practices.

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- Recognise when to seek advice from other members of the general practice team or other health service providers, for example, Refugee Health Fellows about the care of individuals and groups
- Share information with the general practice team
- Participate in research in settlement and health outcomes

Reporting, Systems and Analytics

- Provide high quality concise and timely reports for (Board, Sub Committees, Executive, Program Manager, External parties).
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim, Haplite and others
- Continually review service/support provided to analyse success and areas of improvement

Financials, Budgets, Targets, Funding

- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets / budgets for your (Directorate/Program/Team/Function)

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation

DVP Health Requirements

- Current Victorian drivers licence
- Valid Working with Children’s Check (valid for 5 years from the date of issue)
- Disability closure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)

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- Occasional after hours and weekend work may be required
- Travel between sites is required
- Specific tasks and functions of this role will be detailed through objectives and key performance areas
- For service delivery roles = registered for or will be registered as a MBS provider

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria/Qualifications Required or Desirable:

Required

- Registration with the Australian Health Practitioner Regulation agency (APHRA)
- Sound experience in community public health and primary health care
- Sound knowledge of community health principles
- Certificate IV in Training and Assessment, or equivalent (or working towards)
- Well-developed written and verbal communication skills
- Experience in working with clients from refugee and asylum seeker backgrounds
- Experience in provision of training
- Skills in planning, implementing and evaluating broad based projects
- Current driver's licence

Desirable

- Tertiary qualification in Community Health or Public Health
- Basic word processing, PowerPoint and Excel computer skills
- Knowledge of local and regional services and groups
- Ability to speak a relevant community language

Key Selection Criteria/Work Experience, Skills and Behaviours:

In order to succeed in this position, it is expected that you will have:

- As a Community Health organisation our clients place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

Service Delivery

- Current Registration as a Registered Nurse Div 1 and an current member of APHRA governing body
- Well-developed clinical skills and demonstrated ability to support a coordinated approach by working with a range of stakeholders to improve health outcomes as agreed with client,
- Experience working as a Registered Nurse Div 1 in a community setting including work with CALD, Aged and clients with a disability
- Experience conducting therapeutic and/or health education groups
- Experience in planning, implementing and evaluating innovative, evidence based, clinical services
- Understanding client needs and providing excellent service

Communication and interpersonal approach

- High level of energy, initiative, sound judgement and a sense of urgency
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner

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- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- You can be tactful and impactful.
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances
- Communicating to a diverse range of audiences in an informative, engaging and persuasive manner
- Ability to present complex information in an easily understood and accessible format

Client Focussed

- Ability to deliver results and meet and exceed your client expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and builds a culture where best for the client guides decision making.
- Ability to understand the client needs and delivery the required service
- Demonstrated responsiveness to client needs and wants. (Internal and external)

Planning and being Organised

- Ability to write clear, concise and informative reports
- Excellent understanding and knowledge of the funding changes impacting the sector
- Analyse and present complex information in an easily understood and accessible format.
- Demonstrated ability to participate in a performance driven environment
- Experience or understanding of the relevant funding initiatives

Industry

- Knowledge of community support services
- Knowledge of Client Directed Care principles and frameworks
- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

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