Position Description

Position Title: Regional Quality Improvement Coordinator, South West Aboriginal Health Partnership (SWAHP)

Location: Regional position across South West Victoria, with service provision at Gunditjmara Aboriginal Primary Health Services, Winda-Mara Aboriginal Corporation, Dhuwurd-Wurrung Elderly and Community Health Service, Kirrae Health Service. Position can be based at any of the partnership organisations.

Salary band: $63,000 - $70,000 p.a., depending on experience

Term of contract: 12 month maximum term contract, subject to funding

Reports to: Manager, Primary Health Care Services, Gunditjmara Aboriginal Cooperative

Hours of work: Full-time, 38 hours per week

Historical Background
The Gunditjmara Nation starts at the South Australian border then goes to the foothills of the Grampians, to Pirron Yallock and Gellibrand; this covers the coastlines within these areas. There are many tribes within the Gunditjmara Nation. Each tribe had their own identity, which was knowing where their boundary lines were on country. These were often recognised by creeks, rivers and small hills.

Gunditjmara people established permanent settlements thousands of years ago, revealing a deep, enduring connection to the land. The Gunditjmara people used the land’s natural topography and features to establish permanent settlements and villages along the lava flow near creeks and lakes.

Gunditjmara people gathered food including eels from the rivers and shellfish from the ocean. Places such as Lake Condah, Tower Hill, Budj Bim, Deen Maar and the Framlingham Mission areas all significant cultural sites for Gunditjmara people, that tells the story of our ancestor’s way of life, culture and history.
Incorporated in 1982, Gunditjmara Aboriginal Cooperative is an Aboriginal Community Controlled Organisation (ACCO) that provides a range of holistic community health and social support programs, principally to the Aboriginal community and other residents in Warrnambool and outlying areas. We work in close partnership with local government, other health service providers including other Aboriginal Community Controlled Organisations in the Western District of Victoria, liaising regularly on the provision of health service and social welfare and community support programs.

Overview of the Position

The South West Aboriginal Health Partnership (SWAHP) is a collaborative partnership of four Aboriginal and Community Controlled organisations within the South West Victorian region; Winda-Mara Aboriginal Corporation, Dhauwurd-Wurrung Elderly Community Health Services Inc., Kirrae Health Service Inc., and Gunditjmara Aboriginal Cooperative. SWAHP membership consists of the Chief Executive Officer and Health Service Manager from each of the participating organisations.

Gunditjmara is the auspicing agency of SWAHP that has primary responsibility for the financial management of SWAHP funding on behalf of the partnership members.

The purpose of the Quality Improvement Coordinator role is:

- to facilitate the initiatives formulated in the SWAHP Action Plan to improve the physical, social and emotional wellbeing and health equity for Aboriginal and Torres Strait Islander people of SW Victoria
- help close the gap on health disadvantage for Aboriginal and Torres Strait Islander people living in South West Victoria.
- the provision of efficient, effective, primary healthcare with a particular emphasis on maternal child health, prevention & early detection and ongoing management of chronic disease

Key Responsibilities

Governance and Strategic Planning

Build the sustainability of the SWAHP consortium to ensure meaningful health outcomes are achieved

- Conduct an internal review of SWAHP governance and management structure. Include findings from the 2019 Stakeholder Strategic Planning workshop to identify opportunities for new innovation, develop key partnerships and potential funding opportunities to support the partnership
- Implement and monitor the SWAHP Strategic Plan to enable SWAHP to define measurable strategic and financial objectives for the partnership & implement aligned business plans to operationalise strategies at organisational level
- Encourage indigenous representation on relevant health sector, funding body Board/Committees to inform, educate & advocate on behalf of community
- Work with SWAHP members to identify a suitable board representative to sit on and inform the Western Victoria PHN Board of Indigenous health and service planning needs
Workforce Development
Implement strategies to help SWAPH organisations build robust, sustainable, multi-disciplinary workforces to service the needs of their community

- Work with organisations to review staff competency as needed & identify professional development opportunities to build staff capability e.g. MBS training to better optimise the primary care support team
- Establish mechanism to coordinate professional development & develop career pathways across the consortium in collaboration with Human Resources staff of the Partner organisations
- Develop a workforce retention strategy including workforce succession planning
- Implement a regional marketing strategy to raise the profile of working at a ACCHO and showcase ‘good news’ stories
- Explore aboriginal traineeships in health promotion across the orgs
- Explore use of telehealth to both enable sharing of health professional resources between agencies and offer peer support between providers
- Identify specific staffing groups that would benefit from Community of Practice Meetings & reinvigorate existing forums opportunities for orgs

Accreditation
Assist SWAHP organisations as required to ensure efficient, effective, quality assurance polices and processes are in place

- Assist organisations to review quality & reporting frameworks to streamline data collection & reporting processes

Identification of Health Needs & Service Planning/IT/Reporting & Client Record Systems

- Ensure the health needs of the SW Victoria Indigenous population are accurately captured & prioritized so a targeted service delivery approach can be adopted to improve identified health outcomes.
- Build organisations confidence in data sets and use analysis to support funding applications.
- Develop a regional SWAHP policy around data management with participating organisations
- Potentially invest in third party to translate/research & analyse data
- Work with each org on Staff training to ensure data input and PENCAT extraction is accurateWork with SWAHP members to ensure program data is collected, collated and submitted as required.
- Use data to develop statistical indicators of Indigenous health in South West Victoria.

Cultural Awareness & Safety
Embed cultural awareness into everyday mainstream practice and be a leader in the provision of cultural awareness training in South West Victoria.

- Work with health services to create culturally safe environments for Indigenous people
- Liaise with relevant stakeholders e.g. MCCC/WVPN/Deakin/Health services to market/promote the new training package
• Explore opportunities to embed cultural awareness training into employment induction programs for local health services

Linkages and Coordination
• Assist organisations towards better integrated care coordination between health services for indigenous health consumers
• Assist organisations to identify service gaps in current chronic disease management service delivery model

Partnerships
• Build strong working partnerships with key stakeholders
• Heighten awareness of available services including the capacity of each service
• Work collaboratively with other services to ensure timely, affordable, culturally appropriate access to care is achievable
• Work with partners to identify opportunities to integrate related funding streams and pool resources rather than compete for a greater impact
• Educate health professionals about ACCHO related referral pathways e.g. Use of WVPHN Health pathways platform to inform providers of services/programs offered and how to access care
• Formalise partnership ‘terms of engagement’ by In conjunction with SWAHP members implement service agreements with key stakeholders where appropriate

Community Engagement
• Work with individual orgs to ensure community have a voice in the development & delivery of health intervention and healthy for life program initiatives.
• Work with staff to facilitate community forums to conduct needs analysis and engage local communities in the Healthy for Life program.

Prevention & Early Intervention (PEI) Engagement
In conjunction with the Prevention and Early Intervention Coordinator and other significant ACCHO staff, promote healthy lifestyle and implement activities to address risk factors, disease prevention, health promotion and screening activities across the region in a culturally sensitive and safe manner.
• Develop a Prevention & Early Intervention (PEI) Framework for the SWAHP catchment
• Monitor each organisations compliance with nKPIs
• Partner with Deakin Research Centre as applicable to evaluate value & impact of PEI undertaken, as applicable

Access to Service
• Reduce barriers to care and improve access to service
• With SWAHP members, explore opportunities to offer more outreach services to community
• Work with local health services to review after hours service provision with a specific focus on AOD & Mental Health Services

Administration
• In conjunction with SWAHP members, prepare, implement and evaluate the annual Action Plan for the South West Aboriginal Health Partnership, Healthy for Life Program.
• Organise regular regional meetings of the Partnership members and lead planning, reporting and review of the program. Prepare funding submissions for grants for Community Programs, staff training and service development, as identified by SWAHP member orgs.Provide an overview of the key actions to be delivered by the organisation, during the year, including identification of the specific key health conditions the organisation will focus on as a priority.
• Reporting to funding bodies, as required
• Oversight of the data collection and national nKPI reporting, on behalf of the partnership.

Other Duties
• Participate in a six monthly (post employment) and then annual performance reviews with the Manager, Primary Health Services, and nominated SWAHP members
• Assist in developing an annual workplan
• Participate in and attend organisational meetings as directed by the Manager, Primary Health Services or as required by SWAHP members
• Be familiar with and abide by all Gunditjmara policies and procedures and those of other SWAHP member orgs as required
• Participate in the Continuous Quality Improvement and Risk Management programmes
• Participate in cultural awareness training
• Assist with and support internal and external audit processes
• Contribute to monthly newsletter as required
• Provide regular reports on the activities and outcomes of work undertaken, including internal reporting requirements.
• Undertake professional development to increase skills and knowledge as required
• Other duties as directed by the Manager, Primary Health Care Services, Gunditjmara Aboriginal Cooperative

Essential Skills, Knowledge, Qualifications and Experience
• Understanding and commitment to Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control
• Ability to work with Aboriginal organisations, communities and individuals in culturally appropriate ways
• Demonstrated experience in clinical quality improvement activities
• Nursing qualification or clinically experienced within Aboriginal Health
• Experience in the delivery of support programmes or similar
• Proven experience working as part of a team with ability to build an effective team culture across the Partnership organisations
• Competency in IT - including Microsoft Office products - and experience in using data bases for service management and reporting to funding bodies.
• Demonstrated interpersonal communication (verbal and written) and negotiation skills and ability to develop rapport and build relationships with stakeholders
• Demonstrated ability to complete and submit state and national government reports
• Demonstrated experience working with state and national governments
• Proven project management ability - including time management, evaluation and planning.

Desirable Characteristics
• Previous experience working in an Aboriginal / Torres Strait Island organisation.

Reports to
• Manager, Primary Health Care Services, Gunditjmara Aboriginal Cooperative
• The South West Aboriginal Health Partnership
• Funding bodies

Internal liaison / relationships
• Primary Health Services team, Social and Emotional Wellbeing Services, Early Childhood Centres, Community

External liaison / relationships
• Regional Hospitals, Healthcare Centres, Healthcare providers, Funding Bodies, VACCHO, Western Victoria Primary Health Network Six month probationary period

Probationary Period
• Six month probationary period

Employee Obligations
The employee is required to:
• Maintain strict confidentiality in all matters pertaining to clients/staff/members of Gunditjmara Aboriginal Cooperative and Consortium organisations
• Take all reasonable care to ensure personal safety and the safety of others in the workplace and participate in safety programs, as required
• Participate in the Continuous Quality Improvement and Risk Management programs at Gunditjmara
• Adhere to Gunditjmara organizational policies and procedures

Child safety
All ACCHO’s within SWAHP are Child Safe Organisations and are committed to the safety of children and protecting children from abuse. Pre-employment checks include:
- undergo and attain a satisfactory police check
- a current Working With Children Check
- be able to attain two satisfactory employment references including, attesting to your suitability to work with Aboriginal and non-Aboriginal children

**Other position related information**
- A current non restricted Victorian drivers license is required