



**TOWNSVILLE-MACKAY MEDICARE LOCAL**

*Leading Strong Effective Primary Health Care*

**INDIGENOUS CARE CO-ORDINATOR  
BASED IN MACKAY**

Townsville-Mackay Medicare Local (TMML) is a leader in providing strong, effective Primary Health Care to the North Queensland community. We have built our expertise to influence health systems and local health outcomes by strengthening relationships between health service providers to achieve better integrated and coordinated care. All program activities aim at improving access and integration and apply the principles of quality improvement and early intervention to improve patient experience in the primary health care setting.

The Care Co-ordinator will assist Aboriginal & Torres Strait Islander people in understanding their chronic health conditions and how to manage them on a daily basis, which includes managing their care plan. You will also assist patients to navigate the health system, accessing the range of specialist, allied health and other services they require.

The person we need will be a qualified health care worker with a clinical understanding of chronic conditions. You will have the ability to develop rapport with Aboriginal & Torres Strait Islander patients and communities and be able to support them in a culturally sensitive way, as well as working effectively with a range of health professionals and services. Strong organisational and communication skills are also required.

In addition to providing rewarding work opportunities, TMML offers attractive remuneration rates with generous salary packaging and flexible work arrangements.

For further information on this position, please go to [www.tmml.com.au](http://www.tmml.com.au) or call Somer Wrigley on 07 4842 6778.

When preparing your application for the position, please refer to the *Guidelines for Applicants* on our web site. Applications should consist of your CV, together with a covering letter of no more than 2 pages in length detailing your experience relevant to the Knowledge & Experience Requirements in the Position Description. Applications should be sent to [recruitment@tmml.com.au](mailto:recruitment@tmml.com.au).

***Applications close COB Monday 25 March 2013***

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# Position Description



**POSITION TITLE** Care Coordinator

## JOB INFORMATION

Classification Level: TMML 3

Team: Closing the Gap

Reports to: Program Coordinator (or equivalent)

## PRIMARY OBJECTIVE OF ROLE

The primary objective of the role is to contribute to improved health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to coordinated and multidisciplinary care.

In line with Medicare Local objectives, the Care Coordinator will:

- assist Aboriginal and Torres Strait Islander people in understanding their chronic health condition and managing it on a daily basis
- advise on the importance of following their care plan, which may include structured support for chronic disease self management and assistance with care plan compliance
- provide support in identifying signs that their condition may require further assistance from a health professional.

## ORGANISATIONAL ENVIRONMENT

The position of Care Coordinator, Townsville-Mackay Medicare Local (TMML), reports to the Program Coordinator, and provides support, assistance and advice to Indigenous Australians and health service providers to improve access for Indigenous Australians to mainstream health programs and services.

The role works with Outreach Workers and Program Officers, and liaises with other Closing the Gap and primary health care program staff across TMML to achieve desired program outcomes.

## SPECIFIC ACCOUNTABILITIES

The position of Care Coordinator, Townsville-Mackay Medicare Local (TMML), is responsible for assisting people with a chronic condition to access the specialist, allied health and other support services they need to manage their condition effectively.

Key deliverables include:

- delivering services in accordance with Department of Health and Ageing's Care Coordination and Supplementary Services (CCSS) Program Guidelines to ensure that services provided through this position are consistent with the Guidelines.
- understanding and supporting appropriate administration of the CCSS funding.

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- developing awareness of local services and maximise use of established resources, infrastructure and initiatives (including service directories and referral pathways).
  - informing GPs and general practice staff in potential referring practices/services of criteria for accessing the service.
  - supporting identification of eligible patients.
  - assisting patients to participate in regular reviews by their primary care provider.
  - contributing to implementation of patients' care plans including supporting adherence to treatment regimens.
  - supporting patient self-management of chronic conditions.
  - assisting patients to navigate the health system, accessing the range of specialist, allied health and other services they require.
  - ensuring there are arrangements in place for patients to get to appointments.
  - assisting patients to address social determinants impacting on their health such as accommodation, employment, etc.
  - transferring and updating patients' medical records as appropriate (addressing consent and confidentiality).
  - collecting and reporting data as directed.
  - working closely and effectively with members of the Closing the Gap workforce, including as an active member of the State-level network of CCSS Care Coordinators.
  - contributing to quality improvements in the practice/service including systems such as registers/recalls/reminders and communication between service providers.

## **KNOWLEDGE AND EXPERIENCE REQUIREMENTS**

The successful candidate will demonstrate and provide examples from their professional experience of the following essential skills:

### **Essential**

- Qualified health care worker.
- Clinical understanding of chronic condition.
- Ability to develop rapport with Aboriginal and Torres Strait Islander patients/communities and provide support in a culturally sensitive way.
- Ability to advocate on behalf of Aboriginal and Torres Strait Islander patients.
- Ability to engage, communicate and work effectively with a range of health professionals and services.
- Strong organisational skills (prioritisation, realistic goal setting, adherence to time frames, reliability and contribute to work plans).
- Ability to capture and share clinical information with appropriate health care providers (including in electronic formats).
- Highly developed interpersonal skills, including demonstrated liaison, problem solving and negotiation skills.

- Work well as part of a team, under limited guidance and adapt to the changing environment.
- Sound understanding of general practice/primary health care.

### Desirable

- High level of self-motivation/initiative.
- Experience with technological applications (e.g. relating to practice/service software, secure messaging etc.).
- Demonstrated capacity to cope with complex and demanding situations.

### MANDATORY CERTIFICATIONS / REGISTRATIONS

- |                             |        |
|-----------------------------|--------|
| • Blue Card                 | Select |
| • Police Check              | Select |
| • Professional Registration | Select |
| • Immunisations             | List   |
| • Driver's Licence          | Select |

### KEY CHALLENGES

- Gaining and developing care plans via the referral process.
- Obtaining support from a broad range of local services to meet the requirements of individuals care plans.
- Communicating and engaging with target groups who experience difficulty accessing services.

### PERFORMANCE MEASUREMENT

Performance Measurement is determined in accordance with the Capability Descriptors and Performance Indicators for the level of the role – refer attached.

### BEHAVIOURS

The incumbent will be expected to adhere to all TMML policies and procedures, and in doing so, demonstrate our organisational values:



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**APPROVAL**

Deputy CEO

29 June 2012

## TMML 3 Capabilities (includes HP2 and SS3 classifications)

### Descriptors and Performance Indicators

1. Aligns with organisational objectives		
Capability	Description	Performance indicators
<b>1.1 Understands the work and maintains an awareness of organisational objectives</b>	<p>Maintains an awareness of the organisation's goals and structure.</p> <p>Recognises how own work contributes to the achievement of administrative goals.</p>	<ul style="list-style-type: none"> <li>Is aware of TMML initiatives and the corporate plan.</li> <li>Maintains up to date knowledge of the activities of other parts of TMML.</li> <li><b>Contributes to the development of section work plan.</b></li> <li><i>Understands and communicates the relevant organisational strategies and policies, and ensures these are incorporated into performance expectations.</i></li> <li><i>Takes steps to communicate with other areas.</i></li> </ul>
<b>1.2 Applies judgment, intelligence and common sense</b>	<p>Knows where to find information and asks questions to ensure a full understanding of an issue.</p> <p>Makes rational judgments based on a logical analysis of the available information.</p> <p>Alerts others to difficult problems as appropriate.</p>	<ul style="list-style-type: none"> <li>Knows where to find relevant information.</li> <li><b>Quickly absorbs information and analyses issues logically.</b></li> <li><b>Identifies potential difficulties and risks.</b></li> <li><b>Investigates problems.</b></li> <li><b>Produces a range of options to address problems.</b></li> <li><b>Anticipates how issues will impact on other issues or parts of the system.</b></li> </ul>
2. Achieves results		
Capability	Description	Performance indicators
<b>2.1 Takes responsibility for achieving results</b>	<p>Takes personal responsibility for seeing things through to completion.</p> <p>Is able to work independently on routine tasks, and asks for assistance or guidance when necessary.</p>	<ul style="list-style-type: none"> <li><i>Shows a sense of responsibility.</i></li> <li>Demonstrates initiative.</li> <li>Works well <i>under limited guidance.</i></li> <li><i>Sees things through to completion.</i></li> <li>Is willing to take on additional tasks and responsibilities when required.</li> </ul>
<b>2.2 Ensures quality standards are maintained</b>	<p>Pays attention to detail and complies with required standards.</p>	<ul style="list-style-type: none"> <li><i>Works toward</i> high performance standards.</li> <li><i>Provides</i> accurate <i>advice</i> to colleagues and stakeholders.</li> <li>Checks the quality, accuracy and integrity of work.</li> <li>Uses <i>and encourages others</i> to use the appropriate information management systems to keep information up to date.</li> </ul>

## TMML 3 Capabilities (includes HP2 and SS3 classifications)

### Descriptors and Performance Indicators

<p><b>2.3 Uses resources wisely by planning and organising effectively</b></p>	<p>Manages own time effectively.</p> <p>Creates schedules and monitors own progress to ensure deadlines are met.</p> <p>Alerts appropriate people early when work is behind schedule and makes alternative arrangements.</p>	<ul style="list-style-type: none"> <li>• <i>Manages own time effectively and prioritises work appropriately.</i></li> <li>• <b>Liases with appropriate areas to ensure resources are available when required.</b></li> <li>• Monitors progress against <i>project plans</i>.</li> <li>• <i>Keeps relevant others informed on the progress of projects</i> and alerts supervisor early if work is behind schedule.</li> </ul>
<p><b>2.4 Adapts to change</b></p>	<p>Is adaptable in approach and willing to be flexible to accommodate changing needs of the team or the organisation.</p>	<ul style="list-style-type: none"> <li>• Demonstrates flexibility, adaptability, and focus through day to day work changes, shifting priorities and periods of uncertainty.</li> <li>• Adjusts to change positively.</li> <li>• Talks to others about the benefits of change.</li> <li>• Is open to taking on other responsibilities or work when required.</li> </ul>

### 3. Supports productive working relationships

Capability	Description	Performance indicators
<p><b>3.1 Develops and maintains effective relationships with internal and external stakeholders</b></p>	<p>Focuses on ensuring that internal and external clients are satisfied; delivers prompt, efficient and courteous service.</p> <p>Reports on and discusses feedback from clients.</p>	<ul style="list-style-type: none"> <li>• Ensures an agreed understanding of client's expectations.</li> <li>• Responds to internal and external clients in a timely and efficient manner.</li> <li>• Follows up to ensure client needs are met.</li> <li>• <b>Seeks out and acts on feedback from internal and external clients.</b></li> </ul>
<p><b>3.2 Values individual differences and diversity</b></p>	<p>Encourages an environment of respect and courtesy where diversity is valued.</p>	<ul style="list-style-type: none"> <li>• Treats people with respect and courtesy.</li> <li>• Understands the perspectives and needs of others.</li> </ul>
<p><b>3.3 Works collaboratively and supports others</b></p>	<p>Is sensitive in interactions with others and encourages fellow team members to work cooperatively.</p>	<ul style="list-style-type: none"> <li>• Works together with fellow team members.</li> <li>• Shares information with the team.</li> <li>• Shows consideration for other team members.</li> </ul>

## TMML 3 Capabilities (includes HP2 and SS3 classifications)

### Descriptors and Performance Indicators

#### 4. Demonstrates personal drive and integrity

Capability	Description	Performance indicators
<b>4.1 Behaves professionally and ethically, and accepts responsibility for own action</b>	<p>Upholds the Values and Code of Conduct of the organisation.</p> <p>Can be relied upon to uphold professional standards.</p>	<ul style="list-style-type: none"> <li>• Applies and promotes TMML Values and Code of Conduct.</li> <li>• Complies with TMML policy and procedures as well as legal and regulatory frameworks.</li> <li>• Takes responsibility for own behaviour.</li> </ul>
<b>4.2 Displays resilience</b>	<p>Handles pressure and setbacks effectively, remaining professional in difficult circumstances.</p> <p>Avoids emotional displays when under pressure.</p>	<ul style="list-style-type: none"> <li>• Stays calm under pressure.</li> <li>• Models professional behaviour in difficult circumstances.</li> <li>• Avoids emotional displays which may disrupt client or interpersonal relationships.</li> <li>• Takes steps to support others in difficult situations.</li> <li>• Remains positively focussed under pressure.</li> </ul>
<b>4.3 Ensures ongoing improvement and learning in self and others</b>	<p>Seeks feedback on own performance and seeks to continually improve and develop.</p>	<ul style="list-style-type: none"> <li>• Reviews previous performance and seeks to develop own capabilities.</li> <li>• Seeks feedback from peers and others on own performance.</li> <li>• Gives constructive feedback to colleagues.</li> <li>• Is available to other team members for support.</li> </ul>
<b>4.4 Commits to action</b>	<p>Takes personal responsibility for meeting performance expectations and progressing work.</p>	<ul style="list-style-type: none"> <li>• Produces new ideas, approaches and insights.</li> <li>• Makes suggestions for improving systems and processes.</li> <li>• Develops less complex action and project plans to deliver objectives.</li> </ul>

#### 5. Communicates clearly and effectively

Capability	Description	Performance indicators
<b>5.1 Communicates clearly and concisely</b>	<p>Communicates clearly and concisely verbally and in writing.</p> <p>Structures communication effectively and checks others understanding.</p>	<ul style="list-style-type: none"> <li>• Communicates in 'plain English' and delivers messages clearly and concisely.</li> <li>• Written communication is well structured and of a high standard.</li> <li>• <b>Seeks feedback on the effectiveness of own communication.</b></li> <li>• <b>Stays focussed on outcomes in discussions.</b></li> </ul>



## TMML 3 Capabilities (includes HP2 and SS3 classifications)

### Descriptors and Performance Indicators

#### **5.2 Listens, understands and adapts to audience**

Adapts communication style and approach to ensure it addresses the needs of different people or audiences.

Holds people's attention when speaking.

- Identifies the needs of the audience by doing research or asking.
- Adjusts communication style to suit the audience when presenting information.
- Communicates in a manner that encourages the audience and captures their attention.

### 6. Applies and builds appropriate knowledge skills and experience

#### **Capability**

#### **Description**

#### **Performance indicators**

#### **6.1 Applies and builds appropriate knowledge, skills and experience**

Takes active steps to grow and develop own skills, knowledge and experience.

- Applies and develops own capabilities to a level and standard appropriate to performance expectations.
- Shows an interest in new developments and opportunities.
- Participates in continual professional development.
- Demonstrates job knowledge and applies relevant skills and experience.