



Position Title:	Indigenous Outreach Worker
Supervisor:	Clinic Manager
Classification Level:	HPCS 2.1 – 2.4
Salary Range:	Base Salary: \$64,356 - \$69,260 Total Salary: \$71,769 - \$77,238 (Note: Total salary includes leave loading and superannuation)
Location:	Various Clinic Locations
Position Created:	January 2017

SUMMARY OF POSITION:

The Indigenous Outreach Worker (IOW) will have sound liaison and negotiation skills to provide extensive support to identified clients living in town communities to address social and family needs and to ensure their access to health services region. A key role of the IOW is to work with families to ensure children in the identified town communities receive annual child health checks and regular follow up care.

The IOW will approach this work with maturity and general level of autonomy will be exercised while working with clients and their families. This position is supported by the Clinic Manager directly for the program and also forms part of a larger team within Clinical Services.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic Imperatives

- Awareness and understanding of DDHS strategic plan
- Contribute in developing and implementing strategies to meeting goals set in the provision of comprehensive primary health care to the Indigenous people of the Greater Darwin Area

Program Delivery

- Maintain regular contact with clients within the scope of practice that have been identified by the clinic;
- Facilitate client referrals to specialist and other allied health services, both internal and external to DDHS, and when required: act as the liaison person on client's behalf;
- Provide a range of health education messages, information and advice to clients and families about healthy lifestyles choices; (e.g. nutrition and physical activity, alcohol consumption, quit smoking programs and the importance of Aboriginal health checks);
- Undertake relevant assessments to identify client support needs, gaps in service delivery and potential service provision enhancement and report on such activities as necessary;
- Assist with planning, delivery, and evaluation of specific health program and community activities;
- Participate in regular meetings with the team to record health program report, and client's feedback in regard to the delivery of programs and services provided;
- Assist with client follow up and recalls as directed and coordinated by the Clinic Coordinator;
- Assist with the establishment of an Interagency Meeting for service providers involved in Town Communities to address client needs, gaps in service provision and minimise duplication of services.

Human Resources Management

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

Communication and Teamwork

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours and aiding team members as required.
- Be responsible to maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

Safe Practice Environment

- Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures.
- Proactively address WH&S hazards, incidents, and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.
- Comply with established DDHS standards, policies and protocols including (but not limited to); cold chain management; infection control; and DD Medicines Guidelines.

Quality

- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Information Management

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies, and protocols to ensure continuity of care.

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards, and practices e.g. Work Partnership Agreement; information and records management; confidentiality
- Act only in ways that advance DDHS objectives, values, and reputation and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

SELECTION CRITERIA:

Essential:

1. Demonstrated ability to work within and maintain strict confidentiality guidelines and policies;
2. Effective communication and interpersonal skills with the ability to liaise with people from a wide range of cultural and social backgrounds to both obtain and convey information relevant to their care;
3. Demonstrated awareness of and sensitivity to Aboriginal culture and history, and an understanding of social, health and wellbeing issues affecting Aboriginal and Torres Strait Islander persons.
4. The ability to interact with a range of health professionals including medical practitioners and allied health professionals;
5. Ability to work independently, and as part of a team, with an ability to plan, manage and prioritise tasks and resources to deliver outcomes within time and budget considerations;
6. Demonstrated high level computer skills, including experience using Microsoft Word and Excel (or similar).

Desirable:

7. Experience working in a clinical practice or community health education program;

8. Proficiency in the use of electronic information systems for the maintenance of clinical and service delivery records.
9. Experience working in an Aboriginal Community Controlled Health Service or similar complex environment.
10. Relevant qualifications in the health industry.

Appointment Factors:

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance;
3. Current NT Driver's Licence, and
4. Current First Aid and/or CPR certificate or the preparedness to gain one.

Approved:



Rodger Williams

Head of Operations

Date: ____ / ____ / ____

Created by:	Reviewed By:	Approved	Changes
General Manager - Palmerston		Chief Executive Officer	
	People and Culture, October 2020	Head of Operations, October 2020	Updated PD to ensure consistent operation/organisational information.

