

<b>Position:</b>	<b>Care Coordinator – Chronic Disease (PN880)</b>
<b>Division</b>	Health programs Division
<b>Section:</b>	Care Coordination and Support Services
<b>Classification:</b>	Nurse level 3
<b>Position Reports to:</b>	Senior Manager Care Coordination and Support Services
<b>Location:</b>	Alice Springs
<b>Last Review:</b>	February 2026
<b>Eligibility:</b>	

## Role Description

The Care Coordinator works collaboratively with clients, general practitioners, clinic staff and other health service providers, to provide appropriate multidisciplinary care services for Aboriginal people with chronic conditions to optimise health outcomes

## Team Description

The position is located within the Care Coordination and Support Services section and works with a multidisciplinary team including Doctors, Aboriginal Health Practitioners, Registered Nurses, Allied Health Professionals, Aboriginal Liaison Officers, Care Coordinators, Transport Officers and Client Service Officers

Congress provides a comprehensive primary health care service to Aboriginal people in Alice Springs and nearby remote communities. Further information is available at [www.caac.org.au](http://www.caac.org.au).

## Responsibilities

<p><b>MAIN DUTIES</b></p> <p><i>(This is not a comprehensive list of all duties required of the position)</i></p>	<ul style="list-style-type: none"> <li>• Work in the clinic team context in undertaking a range of care coordination activities for clients with complex chronic conditions in accordance with their care plan</li> <li>• Arranging required services outlined in the client care plan, e.g., specialist and allied health services</li> <li>• Deliver welcoming and professional services consistent with the Integrated Team Care Program Guidelines health appointments, arrangements for help at home, connect and liaise with community-based services and support groups;</li> <li>• Ensure effective client recalls, including facilitating clients to attend regular review appointments and health checks;</li> <li>• Ensuring transport arrangements are in place to enable clients to attend their appointments;</li> <li>• Assist clients to adhere to treatment regimens – e.g., medication compliance and develop chronic condition self-management skills;</li> <li>• Providing appropriate clinical care consistent with the requirements of the role (this may be in the client’s home or in the clinical setting).</li> <li>• Organise case conferences and multi-disciplinary meetings as required;</li> <li>• Record all relevant client data and progress notes into Communicare;</li> <li>• Optimise Medicare claiming as appropriate;</li> <li>• Participate in Congress continuous quality improvement programs;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Practice in a culturally appropriate manner that promotes a holistic view of Indigenous health;</li> <li>• Use shared understanding of the practical realities facing the client to build a culturally sensitive health plan, which increases client ownership and self-determination</li> <li>• Undertake other duties (and training) that are safe, legal, logical, and responsible while being within the limits of employee’s skill, competence and training, consistent with the position classification.</li> </ul>
<b>WORK ORGANISATION</b>  <i>(Planning and coordination)</i>	<ul style="list-style-type: none"> <li>• In consultation with other team members, work to develop and implement solutions to client needs (e.g., referrals to relevant service providers for accommodation or financial support, well-being and daily living);</li> <li>• Expedite client access to urgent and essential allied health or specialist services, necessary transport and GP approved medical aids through appropriate use of the supplementary services funding pool for eligible ITC clients;</li> <li>• An understanding that from time to time, there may be a requirement for deployment to other Congress Clinics</li> <li>• Be an active team member and support a service-based work culture showing commitment to the organisation’s strategy, mission, vision, and values outlined by the board.</li> <li>• Take all reasonable steps to support the employment, professional development, and promotion of Aboriginal people across all parts of Congress.</li> </ul>
<b>WORK HEALTH AND SAFETY</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace.</li> <li>• Work in accordance with Congress’ WHS policy, the WHS Act, Regulations and Code of Practices.</li> <li>• Ensure WHS non-conformances or incidents/injuries are notified.</li> </ul>
<b>VALUES AND BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• Conduct all work in line with Congress values which are: <b>Cultural Integrity, Respect, Accountability, Compassion and Self-determination.</b></li> <li>• Apply the cultural framework and adhere to community specific protocols in all aspects of work with Congress.</li> <li>• Apply strict confidentiality practices and guidelines to all patient, client, personal and commercially sensitive information.</li> </ul>

## Person Requirements (*Qualifications & Attributes*)

### ESSENTIAL

1. . Registered with AHPRA as a registered nurse with at least 2 years postgraduate work experience OR registered Aboriginal Health Practitioner with at least 2 years postgraduate work experience in a clinical setting;
2. Sound understanding of primary health care, clinical understanding of chronic diseases and demonstrated case management experience;
3. Demonstrated well developed written, verbal and interpersonal skills including the ability to communicate sensitively in a cross-cultural environment with Aboriginal clients and staff;
4. Ability to work in a multi-disciplinary team maintaining professionalism, confidentiality and discretion;
5. Understanding and commitment to Aboriginal health, and the philosophy and practice of Aboriginal Community Control and knowledge of current issues affecting the lives of Aboriginal people.
6. Current NT Drivers licence or ability to obtain.

**DESIRABLE**

- 1. Is of Aboriginal descent; identifies as an Aboriginal person; and is accepted as an Aboriginal person by the Aboriginal community;
- 2. post-graduate qualifications in primary health care and/or chronic disease management.

**Appointment Conditions**

- Employment with Congress is conditional on the employee providing NT Working with Children Check (Ochre Card), Satisfactory Criminal History Check.
- Employee interaction with residents within communities will be taken into account as part of the final performance assessment during the probation period.
- Persons being considered for a position with Congress may be required to undergo a pre-employment medical examination and drug screen to determine fitness to perform nominated duties.

Position Description Authorised by: **Insert General Manager**

**Month Year**

**ACKNOWLEDGEMENT**

I have received a copy of the Position Description and have read and understand its contents.

<b>Employee Name</b>	Signature	Date
<b>Supervisor Name</b>	Signature	Date