

## Position Description

<b>POSITION TITLE</b>	Care Navigator		
<b>REPORTS TO (TITLE)</b>	RAC Team Leader	<b>DIRECT REPORTS (TITLE)</b>	N/A
<b>LOCATION</b>	HealthWISE by negotiation providing services to New England North West NSW or Darling Downs West Moreton QLD		
<b>CLASSIFICATION</b>	Level 1 Health & Support Services HealthWISE EA		

### COMPANY DESCRIPTION

**Vision** – Healthy Communities

**Purpose** – Creating better health for our communities

HealthWISE provides primary health care programs and clinical services across the New England North West area of NSW and an increasing range of services and programs in the Darling Downs West Moreton and Goondiwindi regions. HealthWISE has been delivering federally funded primary health and social services for over 13 years. We are a not-for-profit organisation dedicated to creating healthy communities.

By employing skilled and experienced local healthcare providers and a dedicated support team, we provide efficient and effective programs that improve access, increase awareness, decrease cost, empower communities and foster long term health.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

### POSITION DESCRIPTION

- In Care navigation positions, a desirable role requirement is 'lived experience' of managing recovery from a natural disaster such as bushfire. One's own 'lived experience' provides an essential element and a distinct advantage to mentor and support people to recover, adapt and connect.
- The RAC Care Navigator will provide care navigation services to people affected by the black summer bushfires in the LGAs covered by the RAC program. The position will provide delivery of 'best practice' care in the areas of access to the right services (health, social and community), health literacy and self-management.
- The RAC Care Navigator will apply their community knowledge, skills, competence

and training to achieve the goals of the RAC program within timeframes and approved budget.

- Work in partnership with the RAC Mental Health Clinicians to provide community education programs, activities and events to people who have been impacted by the black summer bushfires.
- The RAC Care Navigator will be required to work closely with General Practices, other service providers as well as the RAC and HealthWISE teams to achieve the outcomes of this program in an effective and patient focused manner.
- Focus on collaboration, integrated and coordinated care for people in the RAC program.
- Collaborate with other relevant services to support integration of services to improve people's experience of mental health and wellbeing.
- Demonstrate understanding and knowledge of /or experience in delivering services via Telehealth as related to this role

### KEY RESPONSIBILITIES

Responsibilities include but are not limited to those listed below.

- Promote the RAC Care Navigators program to other service providers;
- Assist to deliver appropriate care, follow-up and referrals for clients of RAC;
- Advocate for the rights and needs of individuals and their families;
- Support GPs in providing early intervention and preventative services where requested;
- Obtain and record accurate health histories and information to ensure compliance to all organisational policies, procedures and legislative requirements;
- Endeavour to build a comprehensive case history incorporating knowledge, skills and networks of individuals and communities to enable them to take better care of their own health and wellbeing;
- Participate in the development and delivery of health literacy and service pathway promotion and education strategies, ensuring feedback from the stakeholders is incorporated into planning as well as the goals of the organisation;
- Develop partnerships with other health services and Aboriginal community groups to ensure team care planning arrangements for clients are in place, and that the education and communication of care navigation issues are culturally appropriate, easily accessible and understood by the community;
- Support access to and participation in RAC activities and services;
- Assist in implementing the RAC program plans and priorities, including health pathway promotion activities and events;
- Effectively collaborate with team members to ensure that all HealthWISE services and activities are operating effectively and efficiently, while maintaining a harmonious team environment;

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- Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups;
- Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.
- Promote the safety, wellbeing and empowerment of children

### WORK HEALTH AND SAFETY

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and
- c) safety of other persons, and
- d) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and
- e) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

### ROLE CRITERIA

#### ESSENTIAL

- Demonstrated knowledge and connections with local community, health and social services including services supporting infants and children
- Demonstrated ability to communicate sensitively and to effectively engage with vulnerable / disadvantaged people and communities in a way that fosters mutual respect and regard;
- Demonstrated experience in the development and delivery of presentations to community groups and health professionals
- Ability to work independently, as well as work positively and co-operatively within a team environment and in accordance with variable workload demands;
- Ability to work remotely and autonomously with accountability
- Demonstrated experience with client management software, Microsoft Word, Excel and Outlook;
- Demonstrated organisational and high level

#### DESIRABLE

- Has a lived experience of a natural disaster including bushfire.
- Understanding of the impact of stigma and discrimination.
- Good understanding of the allied and mental health sectors across primary and tertiary sectors, as well as non-government organisations.
- Practical experience in delivering programs

ROLE CRITERIA	
ESSENTIAL	DESIRABLE
<p>problem-solving skills as well as the ability to support staff, consult, liaise and negotiate with GPs and other health professionals</p> <ul style="list-style-type: none"> <li>• Hold a current unrestricted and unencumbered NSW or Qld Driver's License</li> <li>• Demonstrated understanding, experience and respect for Aboriginal communities and their culture</li> <li>• Willingness to travel and work after hours if required.</li> <li>• Willingness to provide proof of COVID-19 vaccination upon interview.</li> </ul>	

## Key Performance Indicators

No.	Key Performance Indicators – KPIs (refer to Position Description)	Measure
1.	Provide service navigation to referred clients.	Activity data
2.	Record accurate notes and information to ensure compliance with all organisational policies, program procedures and legislative requirements, as well as ensuring up to date information regarding the programs.	Clinical Audit
3.	Collect, collate and record data in the database and provide accurate reports to meet program deliverables.	Reporting
4.	Attend regular team meetings to promote an integrated approach to service delivery and a harmonious team environment; support professional networking and development; and review program planning, progress and outcomes.	Agendas and Minutes
5.	Promote communication pathways and partnerships with General Practices, clients, other health care service providers, support services and agencies, to inform service planning, implementation and evaluation, and to ensure the integration of services.	Resource development
6.	Undertake Continuing Professional Development and supervision as relevant to the role.	Evidence of CPD and supervision
7.	Ensure confidentiality is maintained in accordance with professional guidelines, and legislative and organisational	Code of Conduct

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	requirements, to build and maintain trust within key stakeholder groups.	
<b>8.</b>	Provide community education activities in partnership with RAC team members	Event Flyers and Participation records