|  |  |
| --- | --- |
| **POSITION TITLE** | **Allied Health Program Officer – Part Time** |
| **REPORTS TO (TITLE)** | Allied Health Team Leader | **DIRECT REPORTS (TITLE)** | N/A |
| **LOCATION** | Ipswich |
| **CLASSIFICATION** | Administrative Stream, Level IIIThe New England, Barwon and North West Slopes Divisions of General Practice Enterprise Agreement 2010. |

|  |
| --- |
| **COMPANY DESCRIPTION** |
| **Vision –** Healthy Communities **Purpose –** Creating better health for our communitiesHealthWISE 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** |
| The purpose of this role is to work collaboratively with HealthWISE staff, health practitioners (including general practitioners, medical specialists and allied health professionals), health services (including the Hospital Health Services and Aboriginal Health Services), and other stakeholders, including consumers, to provide an integrated and inclusive approach to allied health care.The Allied Health Program Officer will:* Liaise with employed and sub-contracted clinicians, as well as General Practitioners and other health professionals, to assist in the management of referral demand and the clinical capacity of clinicians providing Allied Health Programs;
* Liaise with Medical Specialists and Allied Health staff to meet the deliverables of the Fee For Service Programs;
* Manage data and reporting to meet the deliverables of the Fee for Service Programs;
* Provide administrative support to clinical staff and others as approved by Allied Health Team Leader;
* Provide input and support to the Team Leader in the planning, development, promotion, evaluation and reporting of program services and activities;
* Undertake reception duties including the processing of private billing payments; and
* 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.* Work closely with the Allied Health Team Leader to provide information that will assist in the planning, development, implementation, promotion, monitoring, evaluation and reporting of services and activities.
* Support the Allied Health Team Leader to ensure all contract deliverables within the scope of the position are met and reported within the prescribed timeframe and within the approved budget.
* Ensure best-practice clinical governance through the administration of continuous quality processes, such as sub-contractor compliance audits and maintaining client referral tracking systems.
* Actively participate with members of the Integrated Care team and the wider HealthWISE team to inform program planning, development, implementation, and evaluation to ensure a multidisciplinary, coordinated and integrated approach to service delivery and activities.
* Use a ‘no wrong door’ approach to service delivery to provide and monitor referrals which provides equitable access to the most appropriate HealthWISE service and timely client care.
* Promote current HealthWISE services and programs to ensure local communities, General Practices, other health care providers and support organisations to ensure an integrated approach to the provision of health care information and resources.
* Provide administrative support as required in the promotion of HealthWISE services, activities and events through the media, newsletters and on the HealthWISE website, in collaboration with the Communications team and other members of the HealthWISE team.
* Attend regular meetings with the Integrated Care teams and the broader HealthWISE team 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.
* Develop and maintain professional contacts, partnerships and networks as appropriate, and promote collaboration between HealthWISE and other service providers.
* Collect, collate and record data in the HealthWISE database and provide accurate reports to meet program deliverables.
* Undertake Continuing Professional Development as relevant to the role.
* Ensure confidentiality is maintained, in accordance with professional guidelines, and legislative and organisational requirements, to build and maintain trust within key stakeholder groups.

Other:* Display an attitude and behave in a manner that is in keeping with the company’s values (empowerment, equality, client focus, community, passion for excellence, visionary).
* Contribute towards the accreditation and re-accreditation requirements of HealthWISE.
* Actively participate in an integrated and holistic approach to service delivery.
* Promote cultural awareness and competence within the HealthWISE team, the primary health care environment, and in interactions with consumers, stakeholders and communities.
* Identify and develop opportunities which enhance and add value to the existing processes
* Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.
 |
| **WORK HEALTH AND SAFETY** |
| While at work, a worker must:1. take reasonable care for his or her own health and safety, and
2. take reasonable care that his or her acts or omissions do not adversely affect the health and

safety of other persons, and1. 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
2. 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** | **DESIRABLE** |
| * Demonstrated experience and commitment to quality program administration preferably in a primary health care setting.
* Demonstrated ability to work autonomously, as well as an ability to work positively and co-operatively within a multi-disciplinary team environment, including with General Practitioners, Medical Specialists and Allied Health Professionals.
* Demonstrated project management and organisational skills, including the ability to meet timeframes and manage priorities in order to meet the requirements of the role.
* Demonstrated understanding and knowledge of and/or experience in delivering services via Telehealth
* Demonstrated understanding, experience and respect for Aboriginal communities and their culture
* Demonstrated high-level written and oral communication skills and interpersonal skills.
* Experience using patient management systems
* Demonstrated attitude and behaviours that are in keeping with the company’s values (empowerment, equality, client focus, community, passion for excellence, visionary)
* Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities
* Current unrestricted and unencumbered QLD Driver’s Licence
* Willingness to travel and work after hours if required
* Willingness to consent to a National Police Check
* Current Blue Card/Working With Children Check held or willingness to obtain
 | * Understanding of the Medicare Benefits Schedule (MBS) and NDIS administration.
 |

**Key Performance Indicators**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Key Performance Indicators – KPIs** **(refer to Position Description)** | **Measure** | **Measure Outstanding Performance** |
| **1.** | Health Outreach Assistance Program Monitor contract deliverables and expenditure by supporting contractors in clinic implementation and reporting | Actual service data against planned activities +/-10% | Successful application of new proposals/services |
| **2.** | Priority Allied Health ServicesMonitor, and report to AH Team Leader, contract deliverables by supporting providers to meet targets | 100% services delivered in each contract cycleManage contract compliance  |  |
| **3.** | Liaise with employed and sub-contracted clinicians, as well as GPs and other health professionals, to assist in the management of referral demand and the clinical capacity of clinicians | Regular contact with contracted providers |  |
| **4.** | Stakeholders are consulted and engaged in the development, implementation and evaluation of Allied Health Programs | Patient Reported Experience Measures (PREM) target is achievedClient surveys completed for nominated HOAP providers |  |
| **5.** | Complete relevant CPD as identified in one-on-ones | Identified CPD completed |  |