

POSITION DESCRIPTION



We Value: **Respect** | **Communication** | **Fun & Humour** | **Pride** | **Trust** | **Teamwork**

POSITION DETAILS

POSITION TITLE	Community Services Coordinator
DEPARTMENT	Corporate & Community Services
POSITION STATUS	Fixed Term, Part-time
AWARD	Queensland Local Government Industry (Stream A) Award – State 2017
CLASSIFICATION	Level 5
REPORTS TO	Director of Corporate & Community Services
DELEGATIONS	As per Council's Delegation of Authority register

QUILPIE SHIRE COUNCIL VALUES

Everything Council does is underpinned by its values which define the culture of the Organisation and the behaviours that shape our interaction with the community and each other. Our values are **Respect; Communication; Fun and Humour; Pride; Trust and Teamwork.**

POSITION OBJECTIVE / OVERVIEW

The purpose of the Community Services Coordinator role is to provide high level project support and undertake activities across the Quilpie Shire to support the service coordination and delivery of the South West Primary Care Pilot.

The position will be required to liaise with and build productive relationships with, stakeholders across the primary care and community sector including Hospital and Health Service, Aboriginal Community Controlled Organisations, Royal Flying Doctor Service, General Practices, Shire Councils and other health and community service providers.

BACKGROUND

The Australian and Queensland Government are working together to improve access to primary care for Queenslanders and reduce pressure on hospital emergency departments. The South West Primary Care Pilot, Care Collective – South West, is part of this initiative. The locally designed pilot aims to improve integration and enhance hospital and primary health pathways.

The Care Collective – South West covers a geographical region which includes Murweh, Quilpie, Bulloo and Paroo Shires. This initiative recognises how complex and chronic health conditions can impact a person's life and the dedicated Care Collective workforce aims to reduce that impact and improve the health and wellbeing for those involved. This is achieved by understanding the local areas services, programs and providers, the complexity of complex and chronic health conditions within a holistic approach and the importance of clear communication within the hospital and health system, primary care and community services and ensuring timely and appropriate referrals as needed to meet the client's needs. The dedicated Care Collective workforce across the South West is determined by a locally designed, place-based care coordination approach, and can include health service coordination, clinical care coordination in primary care and community-based supports.

KEY ACCOUNTABILITIES / DUTIES

1. Undertake high level project management activities by developing and maintaining appropriate project documentation;
2. Forge and foster positive working relationships with internal and external stakeholders ensuring respect and integrity is always maintained;
3. Work with stakeholders to identify, collate and understand health and community services and referral processes and develop appropriate resource/s;

4. Work with local and visiting service providers (including Hospital and Health Service, Primary Health Centres, Council Shires, visiting health services and community organisations) to assist and establish processes to ensure relevant community directories, resources, calendars etc are maintained and up to date;
5. Work with stakeholders to conduct promotion activities to increase the awareness and use of relevant community directories/resources;
6. Work with commissioners and service providers to identify service gaps, areas of duplication or schedule clashes and opportunities for improvements in coordination of visiting health services;
7. Be a central point of contact for the local community and work closely with Care Collective workforce and other existing service providers/workforce e.g., Nurse Navigators, Aboriginal and Torres Strait Islander Liaison Officers, NDIS Officer, Allied Health Coordinators etc. to support navigation of referral to the right agency, coordination and access to health and community services;
8. Regularly attend team and staff meetings to build effective relationships to communicate Care Collective aims and promote benefits;
9. Contribute to building local capacity by sharing experience and knowledge with partners, such as Communities of Practice;
10. Communicate effectively and respectfully with all members of the organisation, partners and external stakeholders;
11. Build on partnerships and collaboration with stakeholders, in health, community-controlled services, primary care and other sectors. that enhance health service delivery and access;
12. Ensure documentation and compliance with project reporting requirements as directed;
13. Regular contact with and attendance at Care Collective meetings to participate in ongoing development, evaluation, networking, and CPD; and
14. Contribute to improving the health and wellbeing outcomes for Aboriginal people and Torres Strait Islander people and communities in alignment with the Our Way – Together: South West HHS First Nations Health Equity Strategy 2022-2025 and implementation Plan.

QUALIFICATIONS, KNOWLEDGE, SKILLS and EXPERIENCE

Mandatory

- Demonstrated knowledge of local public, primary and community health care services and understanding of local health context;
- Demonstrated project management and organisational skills with the ability to define project tasks, set priorities, manage competing priorities, coordinate activities, and monitor and report on outcomes;
- Conceptual, problem-solving and analytical skills, relevant to health setting, including developing innovative and practical solutions and providing advice to assist in addressing complex issues;
- Well-developed oral and written communication and interpersonal skills, including the ability to work as part of a high performing team, communicate confidently to a range of audiences and the ability to consult, liaise, collaborate and negotiate with an extensive range of key stakeholders; and
- Highly motivated and a demonstrated flexibility to work, including the ability to work autonomously or as a member of a team with due regard for goals, objectives and priorities, and participate in cross program initiatives to address critical issues as required.

Desirable

- Whilst not mandatory, a relevant qualification would be well regarded, for example project management; and
- Health system experience is highly desirable, along with experience or knowledge of stakeholder groups such as but not limited to consumers, primary and community care and First Nations engagement.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position is predominately an indoor role and requires prolonged periods of sitting at a desk and operating a computer and telephone. The employee may be required to carry out some low-level physical tasks which may include manual handling, bending, kneeling, twisting, squatting and lifting.

WH&S DUTY STATEMENT

All employees have a duty under Section 28 of the Workplace Health and Safety Act 2011.

While at work, all Quilpie Shire Council workers must:

- Participate in the development of a safe and healthy workplace, taking reasonable care for their own health and safety;
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
- 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 their person to comply with the Act; and
- Co-operate with any reasonable policy or procedure of the person conducting the business of undertaking relating to health or safety at the workplace that has been notified to workers.

ORGANISATIONAL ACCOUNTABILITIES

In addition to the key duties and responsibilities, the position incumbent is responsible and accountable to adhering to Council's Employee Code of Conduct, all Council policies and procedures, legislative requirements and supporting Council's overall Corporate Plan and objectives including our commitment to Workplace Health and Safety.

This position description has been designed to indicate the general nature and level of work to be performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

ACKNOWLEDGEMENT

I hereby agree to abide by all Council's corporate requirements including policies and procedures and acknowledge that this position description outlines the overall responsibilities and duties that are to be carried out as part of this role of which I agree to perform to the best of my ability.

Signature of Employee	
Print Name	
Date	/ /