



OUTREACH REGIONAL SERVICES COORDINATOR

JOB & PERSON SPECIFICATION

NOVEMBER 2018



RURAL DOCTORS WORKFORCE AGENCY – POSITION DESCRIPTION

Position	Outreach Regional Services Coordinator	Reports to: Outreach Services Manager	
Department	Outreach	Full time equivalent	1.0 FTE
Direct reports	0	Indirect reports	0
Special Conditions	<p>Must hold a Current SA driver's licence and be prepared to travel within country SA</p> <p>May be asked to undertake some work outside ordinary hours, and to provide or undertake a criminal history, vulnerable persons and/or child safe check</p>		

RDWA

Rural Doctors Workforce Agency (RDWA) provides the workforce to enhance the health and wellbeing of rural communities in South Australia. RDWA is a not for profit organisation funded to deliver a comprehensive range of health workforce programs for rural SA, and to contribute to policy, workforce planning, advocacy and research.

The Role

The Outreach Regional Services Coordinator has a regional focus across all RDWA Outreach programs and is responsible to the Outreach Services Manager to support and ensure that Outreach services are coordinated and integrated with local health services in an allocated region. As a member of the Outreach team, the Outreach Regional Services Coordinator works within a team of regional coordinators and with staff across the RDWA to deliver high quality service monitoring and reporting, and to facilitate quality improvement.

Major Activities	Measures
Service coordination	
Deliver ongoing service coordination	<p>Engage with local health providers, host services, and Outreach providers to integrate visiting Outreach services within local health services.</p> <p>Assist ACCHSs with strategies to improve coordination of Outreach clinics, including effectively engaging clients for appointments and care needs.</p> <p>Conduct visits to clinics where Outreach services are provided to assist local providers with organising clinics that enhance patient care through Outreach services.</p> <p>Enhance and support communication links between service providers that are part of multi-disciplinary models of care.</p>

<p>Monitor local service trends</p>	<p>Develop and maintain service profiles for each location in the allocated region where Outreach services are delivered, including identification of local service pathways.</p> <p>In conjunction with the Outreach Services Manager, assist with ongoing reviews of service activity and track emerging trends in the region to contribute to service planning and improvements.</p> <p>Work with local stakeholders in the region to support initiatives for common priorities.</p> <p>Assist in tracking against key indicators to inform assessments of service quality and outcomes.</p> <p>Contribute to the identification of opportunities for innovation in program delivery.</p>
<p>Support case management activity</p>	<p>Liaise and support health services and ACCHSs to ensure effective coordination and navigation of referral pathways, with a focus on eye and ear health coordination.</p>
<p>Integration of outreach services with local health services</p>	
<p>Provide liaison and coordination to support quality and continuity of care</p>	<p>Engage with host services to determine support requirements to enable effective delivery of Outreach services, including culturally safe service delivery.</p> <p>Identify and record preferred methods and frequency of communication with host services in relation to visiting services.</p> <p>Obtain feedback from local health services and professionals about up-skilling opportunities to enhance local support for patients being seen by Outreach providers.</p>
<p>Service administration and reporting</p>	
<p>Administer and report on program delivery</p>	<p>Review provider Service Reports and track information relevant to each service in the region.</p> <p>Liaise with providers and host services regarding service delivery activity and service report data.</p> <p>Participate in monthly and quarterly reporting against approved program plans by providing information about activity in the region.</p>
<p>Monitor information in service locations</p>	<p>Gather and maintain information through active linkages with local communities in the region to identify service gaps.</p> <p>Coordinate opportunities for local services to provide input about community needs and how Outreach services are meeting those</p>

	needs.
Workplace Health and Safety	
Every individual working in the organisation is responsible for ensuring a safe work environment.	Maintain safe work practices, adopting procedures and practices which comply with the Work Health and Safety Act (2012).
Contribute to maintaining and improving workplace health and safety systems.	<p>Take reasonable care to protect personal health and safety and the health and safety of others. Obey lawful instruction regarding workplace health and safety.</p> <p>Ensure health and safety considerations are part of all quality activities.</p> <p>Participate in initiatives to maintain health and safety in the workplace</p>

Expectations of all staff

All RDWA staff are expected to:

- comply with all policies and procedures
- comply with all workplace health and safety legislation and regulations
- have an annual performance agreement with the CEO
- comply with all other Commonwealth and State legislations relevant to the organisation
- uphold and enhance the reputation of the RDWA
- work to build capacity of the RDWA
- act in accordance with RDWA values
- develop and maintain effective working relationships with RDWA staff, relevant stakeholder organisations, general practices and rural health professionals.
- undertake other duties as determined by the Chief Executive Officer

Delegation

The Outreach Regional Services Coordinator does not have any delegated financial or human resource authority.

Essential Competencies

- Demonstrated ability to work with health care providers effectively (advanced level)
- Interpersonal and written communication skills (advanced level)

- Continuous service improvement skills (advanced level)
- Culturally safe practice (advanced level)
- An understanding of issues and needs relating to rural and remote communities of South Australia
- An understanding of and experience working in Indigenous health
- Project management skills
- Use of Microsoft Office software programs (intermediate level)
- Systems support and analytical skills (intermediate level)



HOW TO APPLY

Applications in Word format only should be forwarded to Julie Brennan by email to 23903@hender.com.au

Telephone enquiries are welcome and may be directed to Julie on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.
