 **POSITION DESCRIPTION**

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| **Directorate** | Canberra Health Services |  | **Reporting** **Relationships** |
| **Division** | Office of the Chief Operating Officer |  |  | Director, Integrated Care Program |  |
| **Business Unit** | Liaison & Navigation Service |  |  |  |  |
| **Position Number** | P64549 |  |  |  |
| **Position Title** | Care Navigator |  |  | Operational Manager, Liaison and Navigation Service  |  |
| **Classification** | Health Professional Officer 3 (HP3) |  |  |  |  |
| **Location**  | CHS |  |  |  |
| **Last Reviewed** | Reviewed by SE – 29/01/2024 |  |  | Care Navigator |  |

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary, and community‐based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](https://www.canberrahealthservices.act.gov.au/).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

# POSITION OVERVIEW

The Liaison and Navigation Service (LaNS) has been established to improve the experience of people and their health outcomes through information sharing, integration of care across primary, secondary, and tertiary services, and coordination across health and community services. It focusses on the provision of the right care, at the right time, at the right place by the most appropriate provider in partnership with the consumer and their care supports.

The service consists of a multidisciplinary team that assists patients and their supports to navigate the multiple services involved in their care. The service provides, and supports patient-centred, trauma-informed, strengths-based, integrated, and coordinated care. It works closely with acute and community services, and across health and psychosocial services, to reduce the challenges patients and their supports face when required to access multiple services, to ensure the highest quality of care.

The Care Navigator role will take on a key role in the staged review, development, and implementation of the service. The role will work collaboratively with colleagues, consumers, and external agencies to contribute to/guide the ongoing co-design of this innovative patient-centred service. The role will undertake assessment from an interdisciplinary perspective and coordination of treatment/therapies and psychosocial supports from the allied health perspective to ensure the facilitation of timely and safe access.

The role will work with consumers and their care supports to provide case management, support, advocacy, system navigation and connection with appropriate services. It will champion the role of this service and actively advocate and educate colleagues and other services about the needs of consumers for navigational support.

This unique role is an opportunity to build relationships with consumers and their supports, and with diverse acute and community services, to anticipate and reduce the challenges that people with complex chronic health and psychosocial needs, and their supports, can face. It is an opportunity to ensure the highest quality of care, information and support is provided when consumers and their supports need it, so that they can navigate the complexities of their care.

As a member of the Liaison and Navigation Team you will remain committed to, and focused on:

* Placing people with complex health needs, and their families, at the centre of their own care,
* Involving the person and their supports in care planning,
* Anticipating and removing barriers to care,
* Assisting consumers and their supports to make durable connections to the services and supports they need,
* Helping to solve problems, coordinate clinical care, and improve the flow of information between the care team and the consumer and their supports,
* Listening to consumers and their supports and acknowledging that they are experts in their own health.

# DUTIES

Under limited direction of the Operational Manager, you will:

1. Provide a high level of skilled clinical care through assessment, planning and implementation of care, in accordance with Canberra Health Services policy, procedure and clinical guidelines.
2. Actively contribute in the area of your clinical expertise to the development and implementation of clinical pathways/protocols for Allied Health led interventions to assist in ED avoidance.
3. Using high-level communication skills and an understanding of the social determinants of health, work with individual consumers and their supports to identify and engage appropriate internal and external services to provide effective ongoing integrated care.
4. Work with outpatient departments and external services to build on and lead the formalisation of the coordination and sharing of clinical information to improve and ensure continuity of care across hospital, health services and supports.
5. Actively participate in quality improvement and research activities in relation to the continuity and coordination of shared care for consumers.
6. Support and promote the CHS values of Reliable, Progressive, Respectful and Kind through a working understanding of the integral role these values play in the care of consumers with chronic and complex health care needs.
7. Actively participate in supervision, continuing professional development and performance management.
8. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

# ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

**Behavioural Capabilities**

1. Strong organisational skills, including simultaneously managing and prioritising multiple issues, with a high degree of drive.
2. The ability to listen to, connect with, build rapport and understand the clinical and psychosocial needs of consumers with complex presentations.
3. Adaptability and flexibility to accommodate change and provide responsive services to meet consumers’ needs.
4. An ability to work respectfully in partnership with a range of stakeholders while simultaneously demonstrating leadership.

**Position Requirements / Qualifications**

Mandatory

* Hold an undergraduate or postgraduate qualification in a relevant Allied Health profession or relevant experience.
* Where applicable, be registered or have applied for registration with the Australian Health Practitioner Regulation Agency (AHPRA). Or Australian Association of Social Work (AASW) for social work.
* Substantial clinical experience in the acute, sub-acute, community and/or primary health setting of greater than 3 years.
* Be registered under the Working with Vulnerable People Act.
* Hold a current Driver’s Licence.
* CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](https://www.health.act.gov.au/digital/dhr#:~:text=The%20Digital%20Health%20Record%20will%20record%20all%20interactions%20between%20a,team%20at%20any%20service%20location.). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.

Desirable

* Clinical experience within professional field working with people with complex health care needs.
* Experience in providing or coordinating care across acute, community and/or primary care settings.
* Experience which provides insight into the consumer perspectives of managing complex ongoing healthcare.
* Experience in working with individuals who experience mental illness/mental disorder and insight into their needs, experiences and outcomes when accessing health services.
* Have an understanding of how the [National Safety and Quality Health Service (NSQHS)](https://www.safetyandquality.gov.au/standards/nsqhs-standards) indicators align with this role.
* Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework](https://www.health.act.gov.au/sites/default/files/2020-11/CHS%20Exceptional%20Health%20Care%20Framework.pdf), [Clinical Governance Framework](https://www.health.act.gov.au/sites/default/files/2020-11/CHS%20Clinical%20Governance%20Framework.pdf), [Partnering With Consumers Framework](https://www.health.act.gov.au/sites/default/files/2020-11/CHS%20Partnering%20for%20Exceptional%20Care%20Framework.pdf) and [all other related frameworks](https://www.health.act.gov.au/about-our-health-system/canberra-health-services).

**Please note prior to commencement successful candidates will be required to:**

* Comply with Canberra Health Services credentialing and scope of clinical practice requirements for allied health professionals.
* Undergo a pre-employment National Police Check.
* Prior to commencing this role, a current registration issued under the [*Working with Vulnerable People (Background Checking) Act 2011*](https://www.accesscanberra.act.gov.au/s/article/working-with-vulnerable-people-wwvp-registration-tab-overview)is required.
* Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.

# WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Demonstrated high level knowledge, practice and competence in providing effective and safe clinical care and management to people with complex health care needs. With a demonstrated understanding of the specific challenges they experience when accessing health services.
2. Demonstrated ability to participate in the initiation, implemention, embedding and evaluation of strategies, systems and processes, quality improvement, education and research projects to optimise evidence-based practice and/or improve healthcare for people with complex health care needs.
3. Demonstrated critical self-reflection and active participation in professional supervision and ability to provide clinical supervision to professional staff and students.
4. Demonstrated high level interpersonal and communication skills utilising a person centred approach, with proven ability to work within an interdisciplinary team and develop positive working relationships with patients and families and a broad range of professional disciplines.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS’s values of reliable, progressive, respectful and kind.

# WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

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| ADMINISTRATIVE | FREQUENCY |
| Telephone use | Frequently |
| General computer use | Frequently |
| Extensive keying/data entry | Frequently |
| Graphical/analytical based | Occasionally |
| Sitting at a desk | Frequently |
| Standing for long periods  | Occasionally |

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| TRAVEL | FREQUENCY |
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving  | Occasionally |

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| PSYCHOSOCIAL DEMANDS  | FREQUENCY |
| Distressed People e.g. Emergency or grief situations | Frequently |
| Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness | Occasionally |
| Unpredictable People e.g. Dementia, mental illness, head injuries | Frequently |
| Restraining e.g. involvement in physical containment of clients/consumers | Never |
| Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide | Occasionally |

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| SPECIFIC HAZARDS  | FREQUENCY |
| Working at heights  | Never |
| Exposure to extreme temperatures  | Never |
| Operation of heavy machinery e.g. forklift | Never |
| Confined spaces | Never |
| Excessive noise | Never |
| Low lighting | Never |
| Handling of dangerous goods/equipment e.g. gases; liquids; biological.  | Never |
| Slippery or uneven surfaces | Never |

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| PHYSICAL DEMANDS | FREQUENCY |
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors  | Never |

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| MANUAL HANDLING  | FREQUENCY |
| Lifting 0 – 9kg | Occasionally |
| Lifting 10 – 15kg | Never |
| Lifting 16kg+ | Never |
| Climbing | Never |
| Running | Never |
| Reaching | Occasionally |
| Kneeling | Occasionally |
| Foot and leg movement | Frequently |
| Hand, arm and grasping movements  | Frequently |
| Bending/squatting | Occasionally |
| Bend/Lean Forward from Waist/Trunk twisting | Occasionally |
| Push/pull | Occasionally |
| Sequential repetitive movements in a short amount of time | Never |

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