

POSITION TITLE	Service Coordinator, Aboriginal Community Partnerships
AWARD	Does this role require Multiple Awards? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Award: Health Managers (State) Award
	Classification: Health Manager Level 2
SUPERVISORY	Does this role manage or supervise others? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

PRIMARY PURPOSE	<p>The Service Coordinator, Aboriginal Community Partnerships, is responsible for the day to day operational management and leadership of the community partnerships team within Aboriginal Health Services. The position will be responsible for ensuring the provision of a range of high-quality preventative, early intervention, health education and health promotion services for Aboriginal and Torres Strait Islander communities across WSLHD.</p> <p>This position will manage programs and positions with a focus on community development, health education and health promotion including the Aboriginal Health Education Officer, the Aboriginal Sexual Health Promotion Officer and the Senior Aboriginal Health Education Officer Violence Abuse and Neglect and other associated services and staff. This position will also be responsible for the coordination of Aboriginal Health Services’ participation in other community events and seek opportunities for community engagement, participation, health promotion and health education. The Service Coordinator, Aboriginal Community Partnerships, will also provide professional and cultural support for other Aboriginal positions across WSLHD including facility based Aboriginal Liaison Officers.</p>
<p>KEY ACCOUNTABILITIES</p> <p><i>outcome focused, rather than process focused</i></p> <p><i>ordered in importance and/or frequency</i></p> <p><i>as specific to the role as possible while not detailing tasks.</i></p>	<ol style="list-style-type: none"> 1. Provide day to day operational management and support of the Aboriginal Community Partnerships Team in consultation with the Aboriginal Health Services Manager, including managing staff, budgets, projects and assets to maximise achievement of agreed goals and performance. 2. In consultation with the Aboriginal Health Services Manager, ensure a culturally safe environment for staff, clients and community members within the Aboriginal Health Hub and contribute to the development of a culturally safe environment across WSLHD as appropriate including providing cultural and professional support to Aboriginal workers including facility based Aboriginal Liaison Officers. 3. Ensure that programs, services, initiatives and projects delivered by the Aboriginal Community Partnerships Team contribute to identified service priorities and performance indicators for Aboriginal and Torres Strait Islander communities within WSLHD in consultation with the Director Aboriginal Health Strategy. 4. Ensure the delivery of high quality preventative, early intervention, health education and health promotion services for Aboriginal and

<p><i>See Public Service commission website for more information</i></p>	<p>Torres Strait Islander communities across WSLHD in line with the strategic directions, policy and best practice standards of Integrated & community Health, WSLHD and NSW Health</p> <ol style="list-style-type: none"> 5. Work collaboratively with other services, programs, initiatives and streams within Aboriginal Health Services and across WSLHD, and with key external partners to support the development and implementation of culturally safe, appropriate, accessible services for Aboriginal and Torres Strait Islander communities. 6. In consultation with the Aboriginal Health Services Manager, coordinate Aboriginal Health Services’ participation in community events and seek opportunities for community engagement, participation, health promotion and health education. 7. Contribute to the development and implementation of strategies to engage with the Aboriginal and Torres Strait Islander community within WSLHD in consultation with the Aboriginal Health Services Manager and Director Aboriginal Health Strategy, to support consumer participation and engagement in the development and delivery of services through Aboriginal Health Services in accordance with strategies consistent with WSLHD’s vision for reconciliation. 8. Work with the Manager, Aboriginal Health Services and the Director of Aboriginal Health Strategy to support culturally appropriate consultation processes with Aboriginal communities and staff and with relevant Aboriginal advisory / expert groups to inform the development and delivery of services, programs and resources both through the Aboriginal Health Services and across ICH. 9. Build collaborative and cooperative links and relationships with Aboriginal communities and agencies to ensure that programs and initiatives delivered by the Aboriginal Community Partnership Team and Aboriginal Health Services are culturally acceptable, competent and delivered in a manner sensitive to the cultural principles to Aboriginal communities and staff 10. Contribute to the development and implementation of WSLHD plans and strategic directions to address Aboriginal Health issues and other relevant initiatives and approaches in partnership with key internal and external stakeholders. 11. Represent Aboriginal Health Services as requested by the Aboriginal Health Services Manager on relevant internal committees and forums and contribute to State and cross-District Aboriginal Health policy and program development through relevant professional meetings, committees, forums and advisory groups. 12. Prepare regular reports as required to ensure compliance with deliverables from contracts and agreements with external funding bodies and with KPIs and Improvement Measures and other dashboard measures from Ministry of Health relevant to Aboriginal Health Services.
<p>WSLHD Standard Key Accountabilities that apply to all managers (not to be removed except for the</p>	<ul style="list-style-type: none"> • Demonstrate relational leadership behaviours which shape a workplace culture embodying CORE values and continuous learning together with mutual respect, having a disposition of mindfulness in all actions with an awareness and application of the Code of Conduct.

“optional” statement)	<ul style="list-style-type: none"> • Ensure that all team members receive regular performance feedback, coaching for performance and formal review. Provide all team members with the opportunity to discuss and agree on a Work Plan for the year ahead, and a Development Plan which identifies areas for personal and professional development for the next 12 months. • Manage all resources including finances/assets/ leave balances) in a cost effective, transparent and accountable manner in accordance with all internal, legislative, audit, other compliance and Ministry of Health requirements. • Promote and coordinate quality improvement and person centred care within the department, facility and district. Utilise key performance indicators that provide outcome measures. Include quality improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns. • As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. • Risk Management - Managers actively identify, communicate and escalate risks and understand their responsibility to manage these risks for the organisation. This responsibility includes the use of enterprise risk systems, and the review of adequacy and effectiveness or risk controls and treatment. • Managers promote a positive risk culture where understanding, managing and accepting appropriate risk is part of all decision making processes. • Provide staff with information and education on Activity Based Working as this becomes a practical option for the achievement of accountabilities and outcomes as specified in current Performance Agreements, Position Descriptions and in accordance with your Department/Unit’s operational requirements.
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KEY CHALLENGES	<ul style="list-style-type: none"> ▪ Developing effective partnerships and collaborative working arrangements both within WSLHD and with external stakeholders given limited resources and competing operational priorities, and particularly in view of the need to establish trust with stakeholders and the Aboriginal and Torres Strait Islander community. ▪ Ongoing monitoring and response to the diverse and changing needs of Aboriginal and Torres Strait Islander populations with a strong focus on self-determination.
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MANAGER POSITION DESCRIPTION TEMPLATE

	<ul style="list-style-type: none"> Acknowledging and developing strategies to address the impact on staff and community of intergenerational trauma and violence 																												
WHO YOU ARE WORKING WITH	WHO		WHY																										
Internal Relationships	Priority Populations Services including Aboriginal Health Services staff and management		To ensure team work, consistency, collaboration, knowledge sharing and integration																										
	Integrated & Community Health Directorate including Population Health		To maintain effective partnerships, integration and shared knowledge/skill																										
	Director Aboriginal Health Strategy & other key internal stakeholders including ALOs and other facilities and services		To maintain effective partnerships, integration and ensure that Aboriginal Health services are aligned with WSLHD's strategic directions and priorities																										
External Relationships	Greater West Aboriginal Health Service and other Aboriginal non-government organisations		To develop and maintain partnerships for the benefit of the Aboriginal community																										
	Key Aboriginal forums and networks		To develop and maintain partnerships for the benefit of the Aboriginal community																										
FINANCIAL DELEGATION	<input checked="" type="checkbox"/> As per Delegations manual																												
Job Requirements	<p>Is the position targeted to 'eligible persons' under the Government Sector Employment Rule 26 – please indicate below:</p> <table border="1"> <tr> <td></td> <td colspan="4">Aboriginal /Torres Strait Islander</td> </tr> <tr> <td>Targeted</td> <td colspan="4"></td> </tr> <tr> <td>Identified</td> <td colspan="4">X</td> </tr> <tr> <td>Disability</td> <td>Refugee</td> <td>Gender</td> <td><25</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>					Aboriginal /Torres Strait Islander				Targeted					Identified	X				Disability	Refugee	Gender	<25						
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ESSENTIAL REQUIREMENTS	<input checked="" type="checkbox"/> Vaccination category: A Please click here for a Fact Sheet on Risk Categorisation Guidelines <input checked="" type="checkbox"/> Criminal Record Check: National Police Check Aged Care Check Working with Children <input type="checkbox"/> License: Click here to enter text.																												

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	<input type="checkbox"/> Qualification: Click here to enter text. <input type="checkbox"/> Registration in line with Award requirements: Click here to enter text. <input checked="" type="checkbox"/> Evidence of Diversity claim if applicable (state which category): Aboriginal and / or Torres Strait Islander
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SELECTION CRITERIA	<ol style="list-style-type: none"> 1. This is an Identified Aboriginal/Torres Strait Islander Position. Applicants for this position must be of Aboriginal descent through parentage, identification as being Aboriginal and being accepted in the community as such. Exemption is claimed under Section 14 of the Anti-Discrimination Act 1977. 2. Relevant tertiary qualifications in a health-related field and / or relevant experience in the management, delivery and planning of health services 3. Understanding of relevant policies, legislation and frameworks at a state and Commonwealth level that impact on Aboriginal communities 4. Demonstrated understanding of the issues and health needs of Aboriginal and Torres Strait Islander communities and experience in working with Aboriginal communities. 5. Demonstrated effective staff management and leadership skills 6. Proven organisational and planning ability 7. Demonstrated written and verbal communication skills and the ability to build partnerships and work collaboratively with others 8. Current driver's licence valid in NSW
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Job Demands Check list	
<ul style="list-style-type: none"> • This list helps both applicant and manager understand the physical/emotional requirements of a role. • This list can be the basis for a pre-employment medical assessment, so if it is not accurate then there could be implications for both the employee and the manager/team if capacity is either not there, or is impacted by the work. • All WSLHD employees have a development plan – this list can inform what training may be needed for someone to manage risks identified. • During the first 90 days of employment (induction and on-boarding) and regularly thereafter, each position should be assessed at the site as to the incumbent's (or future incumbent's) WHS responsibilities specific to the position. 	

Job Demands Frequency Key	
I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

Click on the right hand column “Not Applicable” to make a selection from the drop box. There is a new section for “Other” at the end of this section ie additional demands not clearly included in the lists below.

PHYSICAL DEMANDS – description (Comment)	FREQUENCY
	Job Demands Frequency Key
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining in a standing without moving about to perform tasks	Occasional
Walking – floor type; even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type; even/uneven/slippy, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – Forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to performance tasks	Infrequent
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9kg)	Frequent
Lifting/Carrying – moderate lifting and carrying (10 to 15kg)	Not Applicable
Lifting/Carrying – light lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward to raise above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulations – gripping, holding, clasping with fingers or hands	Frequent
Working at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle.)	Frequent
SENSORY DEMANDS – Description (comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-rays, computer screen)	Constant
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Constant

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Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Infrequent
Touch – use of touch is an integral part of work performance	Infrequent
PSYCHOSOCIAL DEMANDS – Description (comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patient/clients	Not Applicable
Exposure to Distressing Situations – child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS – Description (comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Infrequent
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Infrequent
Hazardous Substances – e.g. dry chemicals, glues	Infrequent
Noise – environmental/background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting – risk of trip, falls or eyestrain	Occasional
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Occasional
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Infrequent
Other Demands –Description (comment)	
(consider if there are other particular issues not clearly described in the categories above)	

For further assistance please contact: Human Resources Business Partners – People and Culture

Tip: Save final version in HRC (formerly known as HRPM or TRIM) and request your HR Business Partner note in HRC notes section as having viewed