



Gidgee Healing

POSITION DESCRIPTION: Child Health Care Coordinator

Position Details

Position Title:	Child Health Care Coordinator - Doomadgee
Employment Status:	Full time
Salary Range:	Pending qualification and years of experience (base salary) + superannuation + other benefits
Reports to:	Director Service Planning and Development
Positions supervised:	N/A
Location:	Doomadgee

About Gidgee Healing

Gidgee Healing ('Gidgee') is an Aboriginal Community Controlled Health Service, with our strategic direction determined by a Board of Directors comprising Aboriginal people from across the region, as well as two skills-based Directors. Gidgee's organisational mission and vision statements demonstrate a commitment to providing holistic and culturally appropriate health services, underpinned by a philosophy of community participation, and a strong focus on care coordination.

Gidgee is the only Aboriginal Community Controlled Health Service representing the health needs of the Aboriginal people residing in the Mount Isa, North West and Lower Gulf regions of Queensland, with the primary aim of supporting Aboriginal communities' own solutions to living long healthy lives; strengthening our culture; and regaining our spirit. Gidgee's service footprint is now the largest single Aboriginal Community Controlled Health Service provider land area in Queensland, spanning approximately 640,000 km² and including some 11,000 Indigenous persons. Our service area comprises 20 Native Title group land areas; 12 Local Government Areas; the two Queensland State seats of Mount Isa and Gregory; and two House of Representative Divisions, Kennedy and Maranoa. It also includes two Hospital and Health Service regions (Central West and North West) and shares its boundary with the Western Queensland Primary Health Network (WQPHN).

Gidgee provides a broad range of primary health care services to Aboriginal and Torres Strait Islander people across the region; including GPs, Nursing; Aboriginal Health Workers / Aboriginal Health Practitioners; Allied Health professionals; Maternal and Child Health; and visiting Medical Specialists.



Gidgee also provides a range of family-focused Mental Health and Wellbeing services, as the lead agent for both headspace Mount Isa and the Normanton Recovery and Community Wellbeing Service. Gidgee is currently experiencing a period of very strong organisational growth; expanding the scope and frequency of the services it provides across the Mount Isa and Lower Gulf regions. A significant proportion of the Primary Health Care and Maternal and Child Health Services historically provided by mainstream providers across the region are now transitioning to a community-controlled model of care to be delivered by Gidgee Healing.

In partnership with other health providers, Gidgee aims to provide comprehensive and culturally safe Maternal and Child health services to Aboriginal and Torres Strait Islander women, their infants and families. Our Maternal Child Health services aim to support family functioning and promote childhood development and wellbeing. It also aims to contribute to improved health outcomes for Aboriginal and Torres Strait Islander children and their families through better access to coordinated and multidisciplinary care.

Connected Beginnings Program

The Departments of Health (Health, or the department) and Education and Training (Education) are working together on separate components of the Connected Beginnings Program (the Program), focussing on integrating early childhood, child and family health, and family support services with schools in a number of disadvantaged Aboriginal and Torres Strait Islander communities so that their children are healthy and well prepared for school.

Gidgee Healing is the lead agency for the implementation of the Connected Beginnings Program in Doomadgee, which is one of 12 pilot projects across Australia whereby the Connected Beginnings Program is being co-funded by Health and Education. The overarching objective of the C Program is to enhance the integration of early childhood, maternal and child health, and family support services within school settings in a number of Indigenous communities so that children are healthy and well prepared for school.

The expected outcomes of the Program are improved health outcomes and the achievement of developmental milestones by children in the funded school communities.

Some measures of the achievement of child development outcomes and school readiness will include:

1. post-birth health data such as immunisation rates and developmental milestones;
2. primary schools on-entry testing (example Performance Indicators in Primary Schools);
3. Australian Early Development Census Data (AEDC); and
4. School readiness scores (collected via the AEDC).

The evaluation will draw on baseline data and other evidence which will measure progress towards the achievement of program objectives and include such indicators as:

1. rates of developmental vulnerability according to AEDC domains;
2. the number of Indigenous children and families accessing and using critical services; and
3. referral to appropriate services when developmental delays are identified.



In developing the proposed service model for the Connected Beginnings Program, Gidgee Healing has undertaken extensive research and consultation with technical experts, ACCHS partners and industry leaders to ensure an evidence-based approach to the service design process. We have also own considered our own internal learnings about ‘what works’ and ‘what doesn’t work’ when supporting the health and wellbeing of Aboriginal and Torres Strait Islander people across our region.

Gidgee Healing’s proposed service model places a strong emphasis on the importance of investing in children (and their families) earlier - through universal screening and assessment; earlier identification of vulnerable families; individual and family care planning; targeted family support initiatives; and improving the availability and uptake of culturally-appropriate home-based, community-based and centre-based early learning and education initiatives for children in their formative years.

Gidgee’s service model is also consistent with the recommendations of the recently launched *National Framework for Health Services for Aboriginal and Torres Strait Islander Children and Families* (‘the Framework’) which identifies the following key elements as critical to enhancing the scope and quality of services, recognising the need for children and families to remain at the centre of considerations and therefore the need for services to integrate around them. In accordance with the evidence-based Framework, key aspects of Gidgee’s proposed approach include:

- building services around a primary health care model;
- a multi-disciplinary, collaborative team-based approach;
- a well-resourced, highly-skilled, and culturally competent workforce;
- continuity of care;
- comprehensive, holistic assessment which ensures that children and their families are supported to access the range of services required to meet their needs and aspirations. This includes not only universal and targeted health services but comprehensive educational and social support services, tools, and other resources;
- flexible service delivery; and
- a (local or regional) place-based model for collaboration and integration of services.



Position Summary

The purpose of the position is to:

- Achieve the integration of family and child health services with existing early childhood, and family support services in Doomadgee, to increase the number of children who are healthy and well prepared for school;
- Increase access to required health services for children aged 0-5 years;
- Work alongside the Connected Beginnings Steering Committee to identify potential users of antenatal and early childhood services, and establish mechanisms for engaging early with families
- Coordinate the care for children aged 0-5 years as they transition from hospital based birthing services to community based primary care services, including those who require additional paediatric and/or allied health support.

Duty Statement and Key Responsibilities

Service Delivery

Work within Gidgee Healing's model of care to:

1. *Enhance Access GP Services for Children in Doomadgee*
 - Ensure children and their carers have a current completed 715 health check
 - Coordinate care for paediatric and women's health specialist services
 - In partnership with other providers, actively support community access and uptake of childhood immunization services
 - Ensure effective client recalls, including reminding patients to attend regular review appointments
2. *Establish an Integrated Pre School Readiness Program*
 - Together with our partners Save the Children, establish a School Readiness Program that includes a focus on developmental milestones, health checks, active reading and other Abecedarian approaches that have had already demonstrated significant improvements in child health and development outcomes among comparable population groups.
 - Develop a structured suite of program resources; along with the required training and workforce development prior to implementation.
 - Work alongside Gidgee's Maternal and Child Health services team to deliver those modules that relate to their specific expertise, and provide training/in-services to build the capacity of the local workforce to further support children and their families.
3. *Establish An Electronic Recall Database That Integrates Key Childhood Milestones Across Health, Early Childhood And Education*



- Together with the Director of Service Planning and Development, and our partners North West Hospital and Health Service, Royal Flying Doctor Service and Save the Children, establish an electronic database of all children born in Doomadgee that has an in-built 'recall' system in place that not only generates a reminder to the M&CH team around the need for immunisations, health checks, specialist and/or follow-up appointments – it will also include an automatic referral to the various Early Childhood/Education services when a child is eligible to participate in the various playgroups, day-care, home-based education initiatives, kindergarten etc.
- Discuss with Best Practice the capacity of the software to be customised to support the objectives of the Program.

Collaboration

- Initiate and participate in case management and review meetings with both internal and external stakeholders.
- Collaboration with allied health services as required
- Work effectively with health, early childhood, family support and community-based services to streamline referral pathways and enhance access to services
- Develop effective linkages with external services and agencies
- Participate with early childhood education activities where required
- Assist Save the Children (Connected Beginnings lead agency for Education) to identify potential users of antenatal and early childhood services within the catchment area so that they may establish an early engagement with family support and early childhood services;
- Provide timely child/family level health information to the lead agency when appropriate for project and evaluation purposes (with privacy protections and informed consent in accordance with the *Privacy Act 1988*).

Data Administration

- Ensure maintenance and confidentiality of patient health records
- Generate and maintain accurate client records, recall and follow up system for children under eight years of age
- Collect and collate statistical information as required for reporting
- Complete additional tasks which are of an administrative nature as/when required
- Ensure effective utilization of all patient, client management and organizational systems; including utilization of Best Practice and the LogiQC system
- Implement systems and processes required to collect/report the information required for project and evaluation purposes

Advocacy and Community Engagement Strategies

- Act as the primary coordination point for Gidgee Healing's maternal and child health activity in Doomadgee
- Identify local community demographics and develop and maintain appropriate networks
- In partnership with the Director of Service Planning and Development and others, undertake robust planning and engagement activities at the local level; including consultation with local groups (Elders, men, women, young people, other) and community organisations to identify and establish needs, to inform program initiatives, identifying barriers to participation and developing ways to overcome them
- Advocate and promote the benefits of increased access to Gidgee Healing services and participation in programs, particularly as it relates to maternal and child health and wellbeing



- Develop, provide and distribute relevant program information
- Identify opportunities for integrated/partnership service activities with local service providers and community groups
- Assist in the evaluation of service models, programs and campaigns (as required)

Professional Leadership

- Provide leadership into the continuous improvement of clinical practices, procedures and protocols as related to the delivery of maternal and child health services in Doomadgee
- In partnership with the Director, Service Planning and Development, identify and implement relevant workforce development activities to support the achievement of the Connected Beginnings goals and objectives.

Operational

- Provide day to day management of the local health services team including, but not limited to, work schedules and travel, leave applications and documentation, equipment and clinical supplies
- Ensure all documentation and reporting is completed in a timely manner to maximise revenue and funding opportunities
- Liaise with regional support teams, Director Service Planning and Development and Practice Manager (Lower Gulf) regarding the child and family attendance rates at clinics and strategies for enhancing access and/or streamlining referral processes
- Report on and monitor Gidgee's performance against set Key Performance Indicators and in consultation with the Director of Service Planning and Development, identify opportunities for performance improvement initiatives
- Prepare monthly activity progress reports
- Prepare ad hoc reports as required

Self-Management and Team Contribution

- Maintain confidentiality in line with Code of Conduct and comply with all Gidgee Healing Policies and Procedures
- Act as a resource to support, mentor and develop other members of the team to better understand and enhance the coordination of child health services, particularly as it relates to the integration with early childhood, education, and family support services.
- Participate in the performance review process, commit to own self development, maintain professional competencies and registration (where relevant)
- In collaboration with the relevant Gidgee Healing Senior Management Team sustain a continuous quality improvement approach with staff regarding attainment of service and organisational goals
- As an employee, work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Gidgee Healing's Workplace Health and Safety policies and procedures
- Work within a legal and ethical framework

Foster Linkages

- Foster productive working relationships with all Gidgee Healing Executive, clinical, program and support staff
- Build connections and foster productive working relationships with government departments, hospitals, key antenatal and postnatal providers, and other specialist providers and stakeholders



within the communities; Health Council members; early childhood/education teams; NWHHS, NWRH; RFDS; and others as relevant.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence, training and scope of practice.

Key Performance Indicators

This position has Key Performance Indicators (KPIs) aligned to it and are a requirement of the position. These will be determined by the line manager and documented within an Individual Work Plan that will be signed and agreed to by both the incumbent and the line manager.

Performance evaluation will be undertaken prior to completion of any specified probationary period, then annually. Performance appraisal will include but not be limited to the Key Performance Indicators identified for this position.

Selection Criteria

Essential

- Demonstrated understanding and commitment to the philosophy and practice of an Aboriginal Community Controlled Health Service and the ability to work sensitively and effectively with Aboriginal and Torres Strait Islander communities and their leaders, respecting traditional culture, values and ways of doing business
- Demonstrated clinical experience in the maternal and/or child health sector, including an understanding of the health, social and emotional wellbeing needs of Aboriginal and Torres Strait Islander mothers, and their infants, children and families, who reside in Doomadgee.
- Demonstrated experience in coordinating internal and external service providers to streamline and improve access to paediatric services
- Demonstrated effective verbal and written skills with particular emphasis on interpersonal communication skills, establishing trust and rapport, maintaining confidentiality and record keeping
- Demonstrated competence in use of office equipment, information technology, internet and desktop applications e.g. electronic client record systems, Outlook, Word, Excel and database packages

Desirable

- Previous experience in the use of Best Practice or other clinical and/or client management databases

Qualifications / Experience



- Registered Nurse, Midwife and/or Allied Health professional with current unconditional AHPRA registration and/or post-graduate qualifications in a related area.
 - Experience working with Aboriginal and Torres Strait Islander people within a primary health care setting, preferably in a remote location.
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Practical Requirements

- Current C Class Drivers Licence (QLD)
 - Immunisation requirements – It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases: measles, mumps, rubella, varicella, hepatitis B, hepatitis A and pertussis (whooping cough) during their employment
 - Current Blue Card (Working with Children and young people) or willingness to apply for a Blue Card
 - Satisfactory Police Check
 - Willingness to work flexible hours as required, including the requirement to travel, work and stay overnight for up to several days at a time in remote areas
 - Willingness to travel by road and small planes
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Endorsement and Approval

Position description approved by Chief Executive Officer:

Signature:

ENDORSED

Date: