

## Role & Responsibility Statement

**Area of Activity:** Closing the Gap Riverland (CTGR)  
**Classification:** Outreach Worker

### Objectives:

Outreach Workers will work alongside Care Coordinators within the Closing The Gap Riverland (CTGR) team to help local Aboriginal and Torres Strait Islander people make better use of available health care services, in particular mainstream health services. Outreach Workers, under supervision, will undertake the following nonclinical tasks:

### Tasks:

#### Compliance:

- Comply with deliverables under contractual obligations
- Comply with [ITC guidelines](#)
- All data integrity standards are maintained to ensure compliance with contractual requirements / minimum data set (*Levels DGP 3 AOW, RN1/2*)
- Attendance at Team Meetings and individual 1:1 Manager meetings
- Contribute to CTGR [Success Story Register](#)

#### Implementation:

- **Community liaison:** establish links with local Aboriginal and Torres Strait Islander communities to promote the importance of improving health outcomes encouraging, and supporting the increased use of health services. This includes MBS Health Assessments for Aboriginal and Torres Strait Islander people, and MBS care planning and follow-up items. They should also identify Aboriginal and Torres Strait Islander people who would benefit from improved access to these health services.
- **Administration and support:** assist the CTGR team to identify barriers to health services for Aboriginal and Torres Strait Islander people. Outreach Workers document client and community interactions within a client management system, in a timely and clinically appropriate manner.
- **Provide practical assistance:** provide assistance to identified Aboriginal and Torres Strait Islander people to access services and attend appointments (including GP care planning, follow-up care, specialist services and community pharmacies); and
- **Provide feedback regarding access problems:** provide feedback to the CTGR Manager/CEO regarding barriers to health services for Aboriginal and Torres Strait Islander people, and, in conjunction with the CTGR team, work to implement solutions.

Activities should be tailored to meet the needs of the community within the Riverland region, including:

- Distributing information/resources to Aboriginal and Torres Strait Islander communities about services that are available to/for them, and encouraging them to use primary health care services in their region
- Encouraging and helping Aboriginal and Torres Strait Islander people to attend appointments with GPs and other Primary Healthcare Services; including for Aboriginal and Torres Strait Islander Health Assessments and care planning

- Assisting Aboriginal and Torres Strait Islander people to travel to and from appointments
- Encouraging and assisting Aboriginal and Torres Strait Islander people to:
  - attend appointments with referred specialist services and Care Coordinators, as necessary;
  - attend appointments for relevant tests and /or referrals to other primary health care providers (including allied health);
  - collect prescribed medications from the pharmacist;
  - return for follow up appointments with their GP and/or practice nurse; and
  - fill out forms and understand instructions from reception staff.
- Encouraging Aboriginal and Torres Strait Islander people to:
  - identify their Aboriginal and/ or Torres Strait Islander status; and
  - register for a Medicare card
  - register for PIP at their General Practice
- Distributing information to Aboriginal and Torres Strait Islander people about how to access available services (e.g. care coordination, PBS co-payment).

#### **Communication & Promotion Strategies:**

- Maintain regular contact with the Program Manager via email, phone and face to face
- Identify links and liaise with relevant services to increase participation in the program

#### **Education:**

- Promote access to the CTGR program through General Practice, Allied Health, other relevant services and the wider community
- Educate GPs, Allied Health professionals and other relevant referral agencies in the CTGR referral process

#### **Professional Development Requirements**

Outreach Workers must have strong links with the community in which they work and possess effective communication skills. The role of an Outreach Worker is to provide non-clinical services and does not require formal qualifications. The achievement of formal qualifications by an individual who is employed as an Outreach Worker will have no bearing on the job description. Outreach Workers are expected to work as part of a team with Care Coordinators and IHPOs.

- Identify and contribute to personal and team professional development plans
- Attendance at Management 1:1 meetings
- Identify and contribute to personal and team opportunities for training/conferences etc.
- Maintain a current knowledge of the community, cultural issues and how to engage and collaborate with other service providers is required
- AOWs are encouraged to undertake training to at least Cert 3 Aboriginal Primary Health Care

#### **Links with other Funded Programs**

- Illness Prevention
- Primary Health Care Connections
- **headspace** Berri
- FocusOne Health Mental Health Programs and Services
- Other funded programs as available

Incumbent is obligated to refer to their job and person specification along with RDGP's Manuals and Registers and other relevant Roles and Responsibilities statement as required.

**Name of Incumbent:**

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**Signature of Incumbent:**

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**Date:**

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