



Position Details	
<p>Position Title: Program Officer (RN1)</p> <p>Fulltime Equivalent (FTE): 0.6FTE (0.4 FTE Closing The Gap Riverland and 0.2 FTE Triage)</p>	<p>Date approved: 09/09/2019</p> <p>Status of employment: Refer to 'employment letter of engagement'</p> <p>Location: Refer to 'employment letter of engagement'</p>
Position Context	
Organisation Overview	FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.
Job Purpose Statement	<p>The Program Officer (RN1) will undertake two key roles:</p> <ol style="list-style-type: none"> 1. Care Coordination within the Closing the Gap Riverland Program. Supporting Aboriginal and Torres Strait Islander (ATSI) people to identify their health needs, develop a care plan in conjunction with the client and General Practitioner and coordinate access to services whilst maintaining critical care partnerships. 2. Providing Triage and Liaison services, ensures that all new referrals to FocusOne Health's Mental Health and Alcohol and Other Drug services are prioritised according to risk, urgency, distress, dysfunction and disability with timely advice and / or response to all those referred. Key to the role is ensuring clients access the service most appropriate to their specific need at the right time.
Reporting Relationships	<p>Line Management: Reports through the designated FocusOne Health Services Manager</p> <p>Clinical Accountability: Seeks leadership, advice and support for clinical matters from Clinical Services Lead, Clinical Care and Coordination Clinicians and Senior Registered Nurses.</p> <p>Is accountable to the Board of Management of the FocusOne Health Inc. (through the organisational management structure).</p>
Working Relationships	<p>Participates in and actively contributes in regular clinical supervision and in peer clinical review processes.</p> <p>Is a member of the multi-disciplinary FocusOne Health Team and may liaise with FocusOne Health membership and other relevant stakeholders on behalf of FocusOne Health.</p>

	Consulting and collaborating with other health care professionals, both within the organisation and the community, to ensure optimal client outcomes.
Line Management Responsibility	Nil
General Expectations	<p>Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.</p> <p>Maintains confidentiality and operates within the Information Sharing Guidelines.</p> <p>Participation in Performance Development Reviews every 12 months</p> <p>FocusOne Health is a smoke free workplace</p>
Special Conditions	<ul style="list-style-type: none"> • Some of our hours work may be required for which time off in lieu is to be taken • Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required. • A current South Australian Driver's Licence is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy.

Key Responsibilities			
Accountability	Key Activities and Outcomes (What is to be achieved-responsibilities and duties)	Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved)	
		Outcomes	Outputs
Service Delivery	<p>The Program Officer (RN1) provides Care coordination services, specifically:</p> <ul style="list-style-type: none"> Develop care plans in collaboration with client, GP and other services involved with client care Ensures service provision to community members is culturally appropriate. Arranging the required services outlined in the client's care plan, in close consultation with their General Practice; involving the client's family or carer as appropriate Ensuring there are arrangements in place for the client to get to appointments Providing appropriate clinical care, consistent with the skills and qualifications of the Care Coordinator Assisting clients to: <ul style="list-style-type: none"> adhere to treatment regimens - for example, encouraging medication compliance develop chronic condition self-management skills connect with appropriate community-based services such as those that provide support for daily living participate in regular reviews by their primary care providers transfer and update medical records Access Supplementary Service funding to assist eligible clients to access specialist, allied health and other support services in line with their care plan, and specified medical aids they need to manage their condition effectively Participates in comprehensive data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, and activity and quality measures All client data is recorded in MMeX (client management system) Actively participates in relevant meetings and mandatory training Facilitates best practice and up to date communication with and between stakeholders. Facilitates, promotes and encourages the involvement of Primary Health Care providers in FOH programs. Provides assistance and information to enable FOH to meet funding contract requirements of all assigned programs. 	<ol style="list-style-type: none"> Professional care coordination services are provided to clients in accordance with program contract and supporting guiding documents (eg guidelines, work instructions) Comprehensive Triage Liaison services are provided to clients in accordance with relevant work instructions Timely assessments, case notes and closure requirements are completed (as per program work instructions) A caseload will be maintained as determined by program work instructions and in consultation with Line Manager Good communication flow and collaborative care is delivered Strong adherence to organisational processes and procedures Uniqueness of the individual is understood and fostered All individuals are treated with Dignity and Respect Attend internal meetings /supervision and external interagency/partnership meetings as required. All data integrity standards maintained to ensure compliance with contractual requirements/minimum data set Work in partnership with key stakeholders to support clients accessing services 	<ol style="list-style-type: none"> Work with the Closing the Gap Riverland team to support up to 30 clients at any one time 80% collection of Client Satisfaction Surveys for each Closing The Gap Riverland Clients at program discharge 100% Collection of relevant forms (e.g. consent, referral, Well Health Check, GP Management Plan) and demographic information for each client. 100% collection of Closing The Gap Riverland's MDS data. Comprehensive triage assessments are undertaken for all clients referred to FOH mental health services, within 72 hours of receipt of referral Feedback is provided to referrer within 24 hours of triage assessment Provide follow up support to people referred to FOH's Mental Health programs and regular contact where the wait for service is longer than 4 weeks

	<p>Additionally the Program Officer (RN1) will provide Triage Liaison services, specifically:</p> <ul style="list-style-type: none"> • Comprehensive triage assessments are undertaken for all clients referred to FOH mental health services • Facilitate sustainable cooperative, coordinated and collaborative relationships with General Practice, key stakeholders across the primary health domain • Make available information to people referred other services ,including tele-health and online support • Provide clinical support for clients who have recently been discharged from primary mental health care, facilitating a re-entry pathway as or when required • Be familiar with the range of services available in FOH's catchment areas that provide key services in key domains, including housing, legal, social / relationship • Identify links and liaise with other allied health professionals and services to support effective care • Identification of people through triage assessment that that potentially meet NDIS eligibility criteria for future packages of care • All client data is recorded in Mastercare (client management system) 	<ol style="list-style-type: none"> 1. Timely assessments, case notes and closure requirements are completed (as per program work instructions) 2. Good communication flow and collaborative care is delivered. 3. Opportunity for real choice is afforded to all clients 4. Utilise supervision and weekly triage meetings to review program determination, assessment and progress, including where clients require movement to other services within a stepped care approach to primary mental health services. 5. Understand and regularly review the referral criteria for each of the programs provided by FOH. 	<ol style="list-style-type: none"> 1. Facilitate the referral of clients to relevant services as required. 2. Triage booked appointments in MC diary per day 3. Triage assessments are undertaken in a timely manner (as per monthly data reports) 4. 100% collection of PMHC MDS data.
<p>Continuous Quality Improvement</p>	<p>The Program Officer (RN1) assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health's quality assurance framework and supports the promotion of FocusOne Health Services.</p> <ul style="list-style-type: none"> • Maintain clinical governance arrangements that align with all national, state and local standards, particularly the National Mental Health Standards 2010, and include feedback mechanisms, relevant clinical supervision, and performance monitoring and review arrangements. • Participates in team meetings, planning activities, program and/or advisory groups and FocusOne Health-wide quality assurance activities. • Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation and reporting. • Represents FocusOne Health at local, regional, and state meetings and conferences as required. • Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs. 	<ol style="list-style-type: none"> 1 Demonstrate commitment to the objectives of the team and organisation and show considerable drive and effort in achieving work and organisational goals. 2 Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and in line with organisational goals. 3 Shows leadership and active participation in the Safety and Quality initiatives of the organisation including but not limited to: <ul style="list-style-type: none"> - Peer Review processes 	<ol style="list-style-type: none"> 1 Participate in the ongoing quality and refinement of the Closing The Gap program plan 2 Contribute to the strong communication strategy for interactions with referring GP practices and key stakeholders 3. Keep detailed records of relationships and interaction with General Practice, LHN and NGO agencies

	<ul style="list-style-type: none"> • Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators. • Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&S in the workplace. • FOH programs delivered in the context of the Contracted Services Scheduled between CSAPHN and FocusOne Health and in conjunction with developed Program Guidelines, and FocusOne Health's Policy, Procedures, Work Instructions, and Templates and Forms. 	<ul style="list-style-type: none"> - Integrates learnings and recommendations from clinical file audits into clinical practice - Actively reports clinical incidents and 'near misses' as per clinical incident reporting procedures and participates in clinical incident processes - Participates in customer feedback initiatives, supporting clients to understand how their input is used to inform safety and quality of the organisation <ol style="list-style-type: none"> 4 Engages positively and professionally with FOH management, staff, clients and stakeholders. 5 Shows leadership and active participation in the Safety and Quality initiatives of the organisation including but not limited to: <ul style="list-style-type: none"> - Customer feedback initiatives, supporting clients to understand how their input is used to inform safety and quality of the organisation 6 Actively engages in accreditation and certification activities 7 Demonstrates and participates in mandatory and professional learning; sharing with colleagues through sharing learnings and industry updates 8 Displays 'openness' in professional conduct. 	
Program Implementation	<p>The Program Officer (RN1) contributes to the planning, evaluation, delivery and reporting of the Closing the Gap Riverland and Triage Liaison Services.</p> <ul style="list-style-type: none"> • Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures. • Plays an integral role in representing FocusOne Health in working towards a collaborative approach with relevant agencies to ensure effective communication regarding client care and progress is shared with appropriate stakeholders in line with the Information Sharing Guidelines. 	<ol style="list-style-type: none"> 1. Maintains accurate records of client attendance, appropriate case notes and necessary forms, relating to service delivery. 2. Ensuring that Service delivery complies with the appropriate policies and procedures set out in the Policy 	<ol style="list-style-type: none"> 1. Completes Information Sharing Guidelines online refresher. 2. Provide data for 6 and 12-month reports as required.

		<p>and Procedures manual and as per legislative requirements.</p> <ol style="list-style-type: none"> 3. Demonstrates effective communication including in line with Information Sharing Guidelines. 4. Maintains an up to date knowledge of FOH services, other associated services and relevant legislative changes affecting mental health service delivery. 5. Collates and reports service delivery data as required in a timely manner. 	
Administrative Duties	<p>Actively undertake administrative duties pertinent to the role and those that support the organisation</p> <ul style="list-style-type: none"> • Monitor emails, phone calls and other communications as required. • Ability to work under pressure and prioritise workload. 	<ol style="list-style-type: none"> 1. Administrative tasks completed in a timely fashion and tasks are prioritised demonstrating effective time management. 2. Supports other teams and staff in administrative functions to ensure quality Customer Service and Team Work is demonstrated; including support of key service functions such as reception, office arrangements and positive organisational culture maintained. 	
Team Work	<p>Actively contribute to the success of FocusOne Health and its culture through effective communication, and by contributing to and facilitating teamwork in all facets</p> <ul style="list-style-type: none"> • Demonstrated ability to work independently as well as part of a multi-disciplinary team. • Contribute to a team culture where individual members are valued and recognised for their diverse skill sets. 	<ol style="list-style-type: none"> 1. Contributes positively and professionally to teams and programs working within. 2. Demonstrate active participation in team planning; ensuring team initiatives are communicated across teams you work within. 3. Display organisational values, role models appropriate conduct and operates within organisational boundaries and systems 4. Prepare for and participate in regular team meetings and 1:1s with line 	

		manager, utilising the time to report achievements, issues and concerns	
Work Health Safety and	<p>Maintaining and improving the quality in all FOH activities. All activities are implemented with consideration to safe work practices; meeting obligations under WHS legislation</p> <ul style="list-style-type: none"> • Contributing to quality in FOH's services and programs by demonstrating initiative, and communication with team members, stakeholders and clients, utilising FOH information management guidelines to record and document • Deliver quality outcomes for the community and stakeholders, including participating in internal audits, drills and utilising service improvement request • Participates and maintains WHS knowledge and WHS training; including awareness of FOH WHS Risk plan, policies and procedures. • Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FOH facilities/equipment/services 	<ol style="list-style-type: none"> 1. Work Health & Safety issues and controls implemented 2. Specific program outcomes demonstrated in reporting 3. Participation in Internal audits as requested 4. Participation in drills as required 5. Utilisation of Service Improvement Request process as necessary 6. Hazard and Incident reports completed 	

Selection Criteria	
Essential Minimum Capabilities	
Skills and Abilities	<ul style="list-style-type: none"> • Proven ability to interact well with clients, carers, and to build strong collegiate relationships with GP's, health professionals and other key stakeholders • Ability to provide expert advice and work effectively with a range of stakeholders including members sponsors/funding bodies, health professionals, other organisations and the community. • Excellent oral and written communication and interpersonal skills. • Excellent computing and keyboard skills and proven experience with Microsoft Office suite. • Ability to prioritise tasks, set objectives, meet deadlines in a timely manner, and complete tasks to a professional standard. • Able to be self-motivated, enthusiastic and energetic and adapt readily to change. • Ability to work with limited direction and as a member of a multi-disciplinary team. • Ability to exercise initiative, make sound judgements and decisions based on research and knowledge and problem solving effectively • Exercise initiative and judgement in problem solving • Highly self-motivated and dynamic personality • Experience in the use of electronic client management systems.
Experiences	<ul style="list-style-type: none"> • Demonstrated experience working with Aboriginal and Torres Strait Islander people and communities, and people with mental health conditions • Experience in the development and implementation of care plans • Demonstrated ability to build appropriate client therapeutic alliance to communicate ideas, information, planning and problem solving • Demonstrated experience in effectively working within a multi-disciplinary team • Experience in providing advice and contributing to the development of, and implementation of policies, procedures and protocols • Successful experience in planning, coordination, implementation and evaluation of programs to meet budgetary constraints and compilation of reports
Knowledge	<ul style="list-style-type: none"> • Knowledge of services to support mental health clients in FOH's catchment areas that provide key services in key domains, including housing, legal, social / relationship • Knowledge of chronic disease and how to support clients with chronic disease management • Knowledge of Closing the Gap measures particularly in relation to improving the lives of all Aboriginal and Torres Strait Islander Australians • An understanding of the issues relating to Aboriginal and Torres Strait Islander people, particularly those living within the Riverland community (e.g. access to medical specialist services) • Awareness of the integral role of General Practice in the assessment, treatment and referral of Aboriginal and Torres Strait Islander people who can be appropriately supported by the Closing the Gap program • An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions. • An understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&S Act. • An understanding of cultural issues in working with minority groups of people including Indigenous and GLTBIQ communities

Qualifications	<ul style="list-style-type: none"> To be employed as an RN-1, a Registered Nurse must hold a current registration with AHPRA. 		
Desirable Characteristics			
Experiences and Knowledge	<ul style="list-style-type: none"> Experience in the implementation of primary health care programs. Experience in liaising with health related agencies at a local and or state level. Knowledge of local and regional health services. Experience in health promotion activities. Experience working with Aboriginal people and working within mental health services or programs. Experience working with GPs and other health care providers to deliver health programs. Understanding of the principals involved in engaging consumers from at-risk populations. An appreciation of the long-term goals of FocusOne Health. Broad knowledge and experience of Primary Health Care philosophy 		
Personal Abilities	<ul style="list-style-type: none"> Ability to be innovative and self-directed Skills in public speaking and/or facilitating training 		
Organisational Requirements			
Acknowledgement and Approval			
Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.			
Acknowledged by Employee:		Date:	Signature:
Approved by CEO:	Scerina Rasheed	Date:	Signature: