



## Position Description

### Clinical Services Coordinator

Location: 1a Badger Creek Rd, Healesville

Reports to: Oonah Program Coordinator

## Oonah Health & Community Services Aboriginal Corporation

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### BACKGROUND

Oonah Health & Community Services Aboriginal Corporation (Oonah), previously known as Healesville Indigenous Community Services Association Inc was established in 2009. Its purpose is to establish and operate a base from which an integrated program of health, wellbeing, education and employment services for the Aboriginal community is delivered within a cultural framework of respect, caring and sharing.

The Healesville region of the Yarra Ranges is a stronghold of Aboriginal history and culture, which pervades its beautiful hills, lush valleys and bushland. However, the recent history of Aboriginal settlement in the area is not so positive. The fate of Coranderrk Reserve, and the history of government treatment of its people, left a legacy that is still felt today.

The Indigenous population of Healesville and the surrounding area is about 2,500 people, many of whom are from distinct Indigenous language and cultural population groups from across Australia. The number is expected to increase to over 5,000 by 2021 (*Profile of Indigenous Representation in Eastern Metro Melbourne, Department of Justice, 2009*). Such a broad representation of different Aboriginal nationalities, aided by the legacy of Coranderrk, has created a great diversity among the local Indigenous population.

Whilst Healesville already has a number of Aboriginal facilities, they serve different purposes and are not integrated. Above all, the local Indigenous community lacks a place that they can call their own.

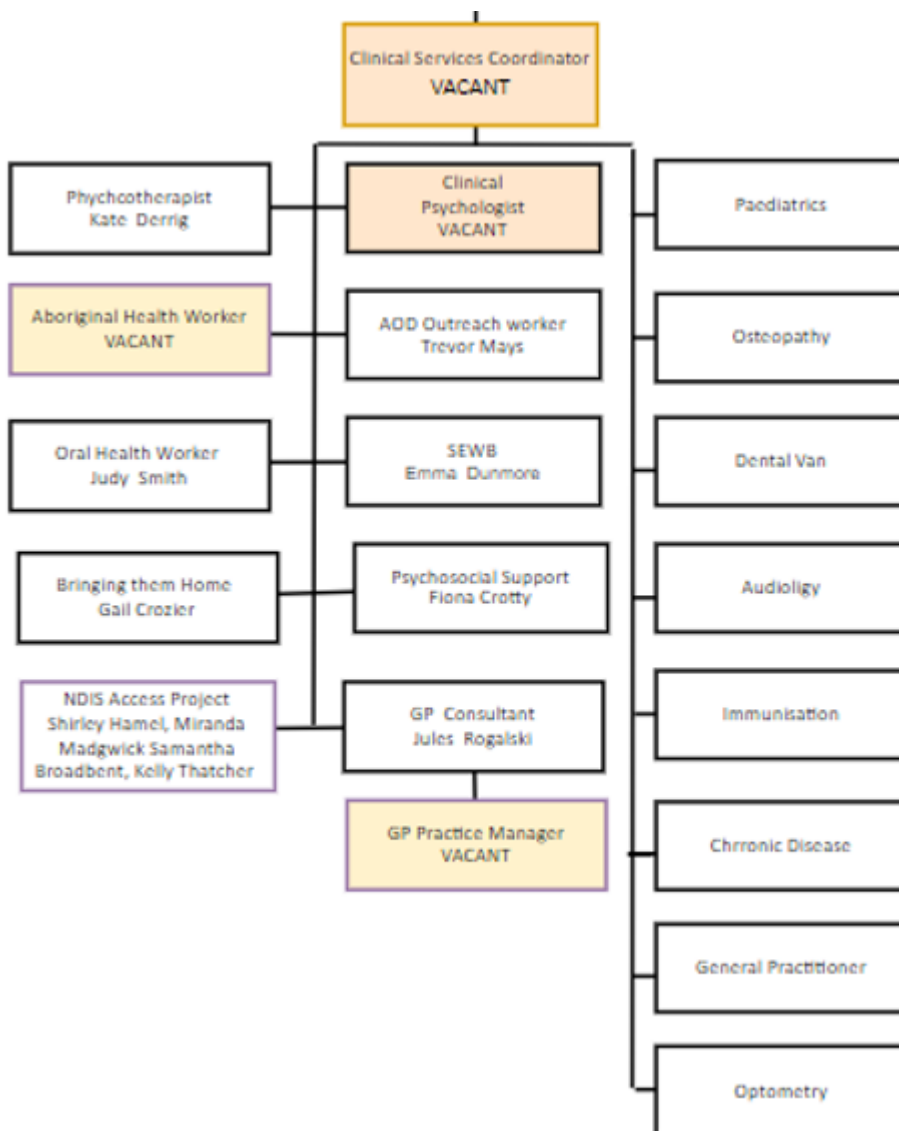
The establishment and expansion of services at the Oonah Belonging Place is the key project of Oonah Health & Community Services Aboriginal Corporation.

Oonah's vision is "A healthy strong and skilled Aboriginal & Torres Strait Islander community recognising the diversity in Melbourne's Outer East" based on 4 pillars of cultural strengthening – health, education, community and employment.

### POSITION SUMMARY/OBJECTIVES

The Clinical Services Coordinator is responsible for coordination of all aspects of clinical care. The Coordinator will work with a team of in-house clinicians and outsourced service providers, Community members and their families to deliver high quality clinical care and lifestyle services.

The Clinical Services Coordinator will use their clinical expertise to support clinical staff to deliver clinical care in accordance with Oonah policies, procedures and processes.



## POSITION RESPONSIBILITIES

### Key Responsibilities

#### Clinical

- Supervise the delivery of clinical care services by Oonah staff and outsourced services via partner organisations as per the above chart
- Ensure delivery of quality clinical and personal care that actively promotes a person-centred approach
- Coordination of client’s clinical care needs by:
  - Ensuring appropriate intake and referral procedures are followed
  - Ensuring appropriate follow up / resolution of clinical issues, incidents and developing trends

- Ensuring any clinical care needs are managed and communicated in a professional, understandable and timely manner
- Coordinate / participate in meetings of clinical and personal care professionals and ensure all issues raised are acted upon according to guidelines
- Organise and liaise with external health care professionals related to client needs

### **Leadership**

- Lead, develop and coordinate the Oonah Outreach, SEWB and AOD Teams, ensuring all activities and services are progressive, proactive, responsive to community needs and managed in accordance with contracts and
- Lead, supervise and support staff so they undertake their work in accordance with organisational and program priorities, policy and procedures.
- Maintain knowledge of the issues and context regarding the local Aboriginal Community and alcohol and other drugs and trends in Local, State and Commonwealth Government planning and current affairs
- Develop and maintain positive working relationships to strengthen existing and develop new programs and clinical services with external stakeholders such as other health and community services
- Develop and maintain positive working relationships with funding bodies including Government departments and philanthropic organisations
- Develop strong team relationships, fostering positive relationships within Oonah
- Provide leadership to support the strategic planning and quality improvement of Oonah's services and programs
- Actively participate in QIP accreditation visits, support staff through this process and be responsible for ensuring compliance with the Standards.
- Record and report client or community enquiries and feedback on Oonah client management system
- Work collaboratively with the Oonah team

### **REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES**

- Demonstrated commitment to the care and support of Aboriginal Community
- This position requires knowledge and experience in the Community and Health services fields including demonstrated knowledge of social issues that impact on Aboriginal people, particularly families
- Demonstrated experience working effectively and sensitively with Aboriginal young people, families, Communities and service providers
- Understanding of quality and risk management systems and the QIC Health and Community Standards Framework
- Demonstrated ability to be organised and effectively manage responsibilities and own priorities and assist others in this
- Ability to lead a team and mentor clinical staff and liaise with external service providers
- A good understanding of local service providers and a strong ability to work in partnership with local service providers to aid in achieving Community aspirations.

- Demonstrated strong interpersonal, communication and presentation skills and ability to liaise with key stakeholders.
- High level relationship management skills and the ability to deal with a diverse, and often competing, range of expectations and Community needs.
- Demonstrated sound organisational and administrative skills, including the ability to prepare submissions and reports
- Demonstrated competency in using databases, Microsoft Office programs and communication tools, such as social and other emerging media

**Must have:**

- 3+ years prior experience working in a clinical or healthcare setting
- 2+ years of proven success in leadership roles is required
- Tertiary qualifications in Health, Social, or Behavioural Science
- Current Working With Children's Check or commitment to complete
- Current First Aid Certificate or commitment to complete
- Experience working with Aboriginal and/or Torres Strait Islander Communities

**General Conditions**

All Oonah Board members, staff and volunteers are required to:

- Model the Oonah values of Respect, Caring & Sharing
- Act at all times in accordance with the Oonah Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and people experiencing vulnerability and to comply with relevant state legislative requirements
- Ensure that all program initiatives operate in accordance with the Oonah Protecting Children policy and other core policy and legislative frameworks
- Ensure budgets are met by monitoring program budgets and managing program costs/expenses

**Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply. Applicants must address the selection criteria contained in the position description.**

**Full time salary \$101,764 plus super. Note: Part time minimum 3 days a week a potential with salary pro rata full time rate.**

Email to [manager@oonah.org.au](mailto:manager@oonah.org.au).