## Role Description for Indigenous Patient Navigator

<table>
<thead>
<tr>
<th><strong>Business unit:</strong></th>
<th>Strategic Planning and Partnerships</th>
<th><strong>Division:</strong></th>
<th>Corporate Governance and Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Position ID:</strong></td>
<td>TBA</td>
<td><strong>Location:</strong></td>
<td>Ipswich Hospital, Ipswich</td>
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<tr>
<td><strong>Classification:</strong></td>
<td>AOS <em>(Identified)</em></td>
<td><strong>Contact:</strong></td>
<td>Paul Cantrall</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>$2980.10 - $3243.50 per fortnight</td>
<td><strong>Telephone:</strong></td>
<td>07 3810 1715</td>
</tr>
<tr>
<td><strong>Employment status:</strong></td>
<td>Temporary Full Time up to 30 June 2016</td>
<td><strong>Closing date:</strong></td>
<td>Tuesday, 01 July 2014</td>
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<tr>
<td><strong>Vacancy reference:</strong></td>
<td>WM06126593</td>
<td></td>
<td>Applications will remain current for 12 months.</td>
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</table>

### About this role

The Indigenous Patient Navigator will serve as a single point of contact within the Ipswich Hospital for Aboriginal and Torres Strait Islander patients, caregivers, community and partner organisations to provide resources and assistance in accessing quality health care. The role includes key communication functions that collates and transfers information to staff, consumers and partner organisations to facilitate a seamless transition between service providers, on behalf of, and in consultation with Aboriginal and Torres Strait Islander patients. The role provides information and resources that enhances the ability of Aboriginal and Torres Strait Islander patients to make appropriate health care choices and navigate through the health care arena.

### The key accountabilities of the role are:

- Develop and implement improved pathways for seamless transition of individuals, patients and their families across and within health services and the provision of on-going follow up support.
- Monitor, analyse and report on available data, with particular focus on Aboriginal and Torres Strait Islander Discharge Against Medical Advice (DAMA) and Potentially Preventable Hospitalisations (PPH).
- Support whole of Health Service achievements towards the Closing the Gap on Indigenous Disadvantage targets and outcomes.
- Develop and support on-going partnerships with service providers across the WMHHS to support a positive patient health care experience.
- Contribute towards future service planning of the WMHHS in meeting the expected population and demand growth of the West Moreton Aboriginal and Torres Strait Islander Communities.
- Provide regular monitoring, reporting and analysis of the Aboriginal and Torres Strait Islander Continuous Quality Improvement (CQI) project as required under the Indigenous Health Outcomes National Partnership Agreement (IHO NPA).
- Integrate key objectives from WMHHS Strategic and Operational plans that support service delivery for the patient journey across the Ipswich Hospital and navigate them through health care options.
- Create a workplace culture that embodies collaborative working between the Hospital and Health Service, primary care, community services and partner organisations.
- As a patient advocate, promote improvements in the continuity of patient care, through improved understanding and coordination of services available.
- Enthusiastically engage with all staff and consumers to promote the vision and the positive culture of the Ipswich Hospital and the WMHHS.
- Actively participate in the Health Service Performance Planning and Appraisal and Individual Development Planning processes.
Staffing and budget responsibilities

- This position reports operationally to the Principal Project Coordinator.
- This position reports professionally to the Indigenous Health Coordinator.

Attributes required for effective performance in this role

The information in this section is used to assess candidate suitability to perform effectively in the role.

Mandatory Qualifications:

- Under s25 of the Anti-Discrimination Act 1991 (Qld) it is a genuine occupational requirement for the incumbent to be Indigenous to the Aboriginal or Torres Strait Islander Community.
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
- Although there is no mandatory qualification needed for this position, a qualification or experience in a relevant field would be an advantage.

Key capabilities required for this role:

**Specialist Knowledge:**

- Demonstrated ability and experience in contributing to the safety, quality and value of Aboriginal and Torres Strait Islander health care services across the WMHHS.
- Proven ability to sensitively communicate with individuals from diverse cultural backgrounds while advocating on behalf of Aboriginal and Torres Strait Islander people.
- Extensive knowledge of Tertiary, Secondary and Primary Health care services across the West Moreton Region.
- Demonstrated ability to work in partnership with Aboriginal and Torres Strait Islander people and communities to achieve optimal health outcomes.
- Demonstrated ability to work autonomously and within a multidisciplinary team.
- Demonstrated understanding of relevant National Partnership Agreements (NPA) on Improving Public Hospital Services (e.g. National Emergency Access Target (NEAT), National Elective Surgery Target (NEST), Indigenous Health Outcomes (IHO), and Indigenous Early Childhood Development (IECD)).

How to apply for this role

To apply for this role please provide the following documents:

- Your current resume including the name and contact details of at least two referees; and
- A short statement (maximum 2 pages) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the key attributes.

The Health Service prefers candidates to apply for roles online through [www.health.qld.gov.au/workforus](http://www.health.qld.gov.au/workforus) or [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au). If you apply online you can track your application during the selection process, maintain your personal details and contact details and withdraw your application if necessary.

If you are unable to apply online, please contact our Recruitment and Establishment Team on (07) 3810 1443 or email wm.recruitment@health.qld.gov.au and we will assist you. We are not able to accept hand delivered applications.

Employment related information

Pre-employment screening

Pre-employment screening including criminal history and discipline history checks may be undertaken on candidates recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card unless an exemption applies.

The recommended candidate is required to disclose if they have been subject to serious disciplinary action during any public sector employment. Candidates are also required to declare any factors which could prevent them from effectively fulfilling the requirements of the role.

All health professionals are responsible for maintaining their level of capability in the provision of health care and must comply with their reporting obligations in this regard.

Please refer to the document *Information for Applicants* for further information about pre-employment screening and other requirements.

To find out more about West Moreton Hospital and Health Service visit [www.health.qld.gov.au/westmoreton/](http://www.health.qld.gov.au/westmoreton/)
Health professional roles involving delivery of health services to children and youth

All health professionals (including nurses and medical officers) who, in the course of their duties, formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Salary Packaging

For information about the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please refer to the Salary Packaging Information Booklet for Department of Health employees available from our salary packaging provider RemServ at http://www.remserv.com.au. Questions about salary packaging can be directed to the RemServ Customer Care Centre on 1300 30 40 10.

Disclosure of Previous Employment as a Lobbyist

Candidates appointed to the Health Service are required to give a statement of any previous employment as a lobbyist within one (1) month of taking up the appointment. Details are available at http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf.

Probation

Employees who are permanently appointed to the Health Service may be required to undertake a period of probation. For further information about probation requirements, please refer to Probation HR Policy B2 http://www.health.qld.gov.au/qhpolicy/docs/pol/qh-pol-197.pdf.

Please refer to the document Information for Applicants for further employment related information.

About the Department of Health

The Five Whole of Queensland Government Values - informing how we practice:

- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people

About West Moreton Hospital and Health Service

West Moreton Hospital and Health Service has a long and proud history of caring for the communities of Ipswich, Boonah, Esk, Laidley and more recently Gatton. The hospital and health service is one of the largest employers in the region, employing more than 2500 staff.

West Moreton Hospital and Health Service delivers health services in a mix of metropolitan and small rural community settings and services a population of about 245,000 people. The Health Service catchment is the third fastest growth area in Australia and the population is forecast to increase to an about 475,000 people by 2026 (an increase of 90 per cent). The projected increase in population is the largest of any Hospital and Health Service in Queensland. The Health Service has excellent prospects for growth which makes it an ideal employer for those seeking to develop their career.

The Hospital and Health Service delivers health services across the continuum of care: preventative and primary health care services, ambulatory services, acute care, sub-acute care, oral health and mental health and specialised services (including Offender Health and Alcohol Tobacco and Other Drugs). WMHHS also has a major teaching role, providing both undergraduate and postgraduate clinical experience for members of the multi disciplinary healthcare team and has accountability for state wide research and learning facilities for mental health.

Our Health facilities include:

- Ipswich Hospital
- Boonah Health Service
- Esk Health Service
- Gatton Health Service
- Laidley Health Service
- Community Health Services
- The Park Centre for Mental Health

To find out more about West Moreton Hospital and Health Service visit www.health.qld.gov.au/westmoreton/
About Corporate Services and Strategy Division

The Corporate and Strategy Division is responsible for overseeing and leading the effective program management and alignment of key strategic initiatives within West Moreton Hospital and Health Service. The division provides leadership in the design, implementation and continuous improvement of the integrated planning, strategy management, performance monitoring and strategy communications frameworks and systems for West Moreton Hospital and Health Service.

The division provides services across:

- Strategic planning and deployment;
- Consumer and community engagement;
- Liaison with key partners, including West Moreton – Oxley Medicare Local and other health care providers;
- Indigenous Health;
- Corporate governance and risk management;
- Policy leadership;
- Coordination of accreditation;
- Communication strategy;
- Media relations;
- Publications.

Organisation chart

West Moreton Hospital and Health Chief Executive

Executive Director Corporate Governance and Strategy

Communications and Community Engagement Manager
- Communications Officer
- Graphic Designer and On-Line Publisher

Governance and Risk Manager
- Corporate Governance and Risk Officer
- Senior Policy Officer
- Quality and Risk Officer
- Governance Officer – RTI and Privacy
- Administration and Procedures Officer

Strategic Planning and Partnerships Manager
- Senior Planning Officer
- Coordinator Consumer Liaison Officer
- Community Reference Groups Coordinator
- Indigenous Health Coordinator
- Principal Project Coordinator
- Indigenous CQI
- Indigenous Patient Navigator
- Administration and procedures Officer
- Chaplains

To find out more about West Moreton Hospital and Health Service visit [www.health.qld.gov.au/westmoreton/](http://www.health.qld.gov.au/westmoreton/)