

POSITION DESCRIPTION

Position Title	Care Coordinator
Location	Charters Towers Region
Work Unit	Integrated Team Care
Position Reports To	Integrated Team Care Lead
Positions Responsible For	Nil
Award Reference	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Date of Approval	September 2026

About TAIHS

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. With approximately two hundred employees and an operating income of \$30m generated from Commonwealth and State funding bodies. The organisation supports communities in the Townsville, Ingham, Burdekin, Charters Towers and Hughenden areas.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counselling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and specialist services for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through strategic partnerships advocacy for needs, promotion of awareness and education in improved health and social practices, the promotion of knowledge and understanding of underlying issues to address the unique patient and client needs and the development of evidence-based practices.

Our Vision – “TAIHS ... More than a Health Service”

To “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”.

Our Purpose

Lead the way in providing culturally accessible, integrated health and social support services to our people so that they can live healthier, stronger, and longer lives, preserving our oldest surviving culture for future generations.

Our Values

- **Cultural Governance...** *Respond, Lead, Act with integrity*
- **Accountability...** *Respect, Respond, Achieve*

- **Collaboration...** *Partner, Integrate, Engage*
- **Innovation...** *Create, Venture, Sustain, Educate*
- **Empowerment...** *Advocate, Motivate, Communicate*

Our Strategic Pillars

- **Access and Capability** – *improving access to high quality, inclusive health and human services that are culturally safe and responsive*
- **Innovation and Transformation** – *translating knowledge into action by championing creative approaches to planning, designing and delivering health and human services*
- **Culture and Community** – *reflecting Aboriginal and Torres Strait Islander people's cultural values throughout the organisation's policies, practices and relationships*
- **People** – *strengthening and empowering our capability, practices, and every community member to engage in culturally responsive ways*
- **Sustainability and Governance** – *strengthening and enhancing our foundation for long success, stewardship and influence*

Our Services

Corporate Services →

Primary Care →

Community Services →



Your Contribution

Care Coordinators work collaboratively with patients, general practitioners, clinic/practice staff and a broad range of other relevant services to facilitate provision of appropriate multidisciplinary care for Aboriginal people with chronic disease.

The Care Coordinator will:

- Take an active role in improving access for Aboriginal and Torres Strait Islander people to responsive primary health services.
- Support eligible clients to access the services they require to treat their chronic disease according to the General Practitioner (GP) care plan.

Key Responsibilities and Accountabilities
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Duties & Responsibilities

- Provide care coordination to assist eligible clients to access specialist, allied health and other supports services in line with their care plan and specified medical aids to manage their conditions effectively
- Establish and improve program referral pathways and linkages with government, non-government stakeholders and a range of health professionals including specialists, GP's, nurses and allied health professionals in order to link with the most appropriate and culturally safe service/s required
- Provide high level advice regarding casework and models of care coordination to the ITC Team and other health practitioners and stakeholders to increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items, including health assessments for Aboriginal and Torres Strait Islander people and follow up items
- Where appropriate include family and/or carer to assist clients to participate in regular reviews by the primary care provider to;
 - Adhere to treatment regimens – i.e medical compliance
 - Develop chronic condition self-management skills
 - Connect with appropriate community – based services such as those that provide support for daily living
- Maintain care coordination quality and safety standards whilst promoting and participating in the ongoing planning, development, review and maintenance of ITC services
- Actively work to develop and maintain effective and professional working relationships with internal and external stakeholders
- Maintain documentation of all client contacts and complete all reporting requirements as required in line with TAIHS and contract funding requirements
- Record and maintain client records in a secure and confidential manner
- Conduct health education and billing episodes when necessary 81300 (IHP/IHW) and 10950 (IHP/IHW)
- Care plan follow up billing 10987 (IHP only) face to face, 93203 (IHP only) via phone
- Case conference billing by GP 735, 739, 743.
- Support cold chain process when required

ALL employees have a commitment to adhere to the following:

- Work collaboratively with other team members and the wider TAIHS community in a manner that fosters positive reputation, relationships and workplace culture
- Work within legal, ethical and professional frameworks
- Ensure a commitment to all lawful and reasonable directions
- Actively endeavour to meet personal performance expectations and standards
- Participate in relevant meetings (organisation and team)
- Participate in required training and professional development programs
- Actively monitor, review and assist with improvements to policy, procedure, process and practice across TAIHS - All employees share the authority and responsibility of identifying non-compliances

or possible improvements and recording these instances such that corrective or preventive action can be taken, to rectify the immediate situation and to prevent recurrence

- Commit to self-development and self-awareness to support professional growth
- Work in accordance with the TAIHS Code of Conduct and values, workplace health and safety legislation, confidentiality policies and all other relevant policies, procedures and processes
- Undertake other duties as reasonably directed

Please note that the duties outlined in this position description are not exhaustive and only provide an indication of the work involved. To achieve business needs TAIHS can direct you to perform duties which it considers are within your level of skill, competence and training.

Working Relationships

This position reports directly to the ITC Lead and works collaboratively with peers.

Delegations

As outlined within the Delegations Register.

Required Qualifications and Experience

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- Relevant health sector qualifications (Cert III or above) with demonstrated high level of clinical understanding of chronic conditions and contemporary issues within the primary health care sector particularly relevant to Aboriginal and Torres Strait Islander people to ensure the provision of culturally appropriate care
- A comprehensive understanding of health issues impacting the lives of Aboriginal and Torres Strait Islander people with a strong commitment to improving health outcomes
- Ability to develop rapport and engage with Aboriginal and Torres Strait Islander clients/communities, advocate on their behalf and provide support in a culturally sensitive way
- Demonstrated ability to work independently with confidence in exercising clinical judgement
- Well-developed interpersonal and communication skills both written and verbal with the ability to engage, communicate and work effectively with a range of health professionals, services and community members
- The ability to provide guidance and mentoring within a diverse team ensuring services are delivered professionally and in cooperation with other team members and programs
- Demonstrates, flexibility, initiative and ability to problem solve in the workplace
- Highly developed interpersonal skills including liaison, negotiation and advocacy skills
- Highly developed organisational skills and the capacity to prioritise competing demands
- Knowledge of MS Office Suite, Best Practice and Pracsoft with the ability to use other software systems relevant to the primary health service environment

Required Licenses and Checks

- Ability to pass a National Police Check – no Serious/Criminal/Court Records
- Current Blue Card (Queensland's Working with Children Check)
- Current C Class Drivers Licence (Qld) (remove as required if not mandatory)
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- Proof of qualifications and current registration (as appropriate) are to be provided prior to commencement of employment
- Current First Aid and CPR
- Ability to obtain a Restricted Drivers Authority

Required Attributes

- Ability to communicate and empathise with patients
- Effective communication skills – written, verbal and interpersonal
- Supportive and engaging with a personal warmth that engenders mutual respect with staff, clients and visitors

Practical Requirements

- Work outside of normal hours of duty may be required
- Travel across the region may be required
- Ability to perform the physical requirements of the position in a safe manner
- TAIHS staff may be exposed to infectious diseases at work, and some patients, clients and community members may be more at risk of becoming very unwell. To help keep everyone safe, TAIHS strongly recommends that staff stay up to date with their immunisations, which are listed in the TAIHS Staff Immunisation Guidelines

Conditions and Benefits of the Position

TAIHS provides access to an employee assistance program and access to learning and development opportunities. Your employment experience with TAIHS will include work-life balance with competitive salary and benefits, leave entitlements, career progression opportunities and the chance to make a difference to the people and communities.

TAIHS is committed to building an inclusive culture that respects and promotes human rights and diversity. The position involves working with a multicultural organisation where the majority of employees, clients and stakeholders identify as Aboriginal or Torres Strait Islander. Employees demonstrate an understanding of the issues affecting Aboriginal and Torres Strait Islander people communicate effectively and empower Aboriginal and Torres Strait Islander people.

TAIHS acknowledges that we respectfully journey together to aspire to be a culturally capable organisation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, people with a disability, and those with family responsibilities to apply.

