

FREMANTLE GP NETWORK

POSITION DESCRIPTION

Position Title:	Aboriginal Engagement Worker (Two Positions)
Organisation:	Fremantle General Practice Network (FGPN)
Status of employment:	37.5 hours per week (some after hours work is required)
Position reports to:	FGPN Services Manager
Salary rate:	Band and level in accordance with the 2007 Certified Agreement
Entitlements:	As per FGPN Certified Agreement

AIM OF POSITION

To improve the access to culturally appropriate primary health care services for Aboriginal and Torres Strait Islander peoples residing in the FGPN region.

REPORTING / WORKING RELATIONSHIPS

The position is directly responsible to the FGPN Services Manager.
The position is within the FGPN Aboriginal Health Team.

INFLUENCE

FGPN works with Practices and the wider community to influence policy and planning and to create opportunities to build a healthier community. You are to ensure that your values and work practices are congruent with FGPN's core values:

Quality	Striving to do the best with the resources available and communicating this to others.
Innovation	This means staff will: <ol style="list-style-type: none"> 1. look for new ways of doing things; 2. be open to change; and 3. explore opportunities.
Integration	Providing a better service to our members through working collaboratively to integrate all Divisional programs into our everyday business. This will increase the staff knowledge base and build on individual strengths and expertise.
Integrity	Acting openly and honestly with trust, respect, fairness and courtesy. This will strengthen our confidence in the reliability and sincerity of our colleagues.
Cooperation	This means staff will: <ol style="list-style-type: none"> 1. communicate effectively; 2. share information; 3. utilise the talents of others; and 4. be understanding of each other's responsibilities and pressures.

DUTY STATEMENT

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Authorised by		Date Reviewed	28 July 2010
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ABORIGINAL ENGAGEMENT WORKER

SUMMARY OF POSITION

The role of the Aboriginal Engagement Worker is to work with Aboriginal and/or Torres Strait Islander peoples, their families and health professionals:

- Improve access to culturally appropriate primary health care services.
- Educate and promote culturally secure chronic disease management to the community and primary health care service providers.

KEY RESPONSIBILITIES

Under the direction of FGPN Services Manager, this position will:

- Work with FGPN services such as Fremantle headspace, FREQ StreetDoctor and/or the GP After Hours to increase the number and percentage of Aboriginal and/or Torres Strait Islander peoples accessing these services.
- Establish and maintain links with other organisations providing services to Aboriginal and/or Torres Strait Islander peoples in the region.
- Strengthen understanding between Aboriginal and/or Torres Strait Islander peoples, general practice and allied health professionals to improve chronic disease management.
- Provide support to general practices on the use of the Chronic Disease Management Medicare Items, Indigenous Health Medicare Items and other relevant items as set out in the Medicare Benefits Schedule.
- Reduce barriers for Aboriginal and/or Torres Strait Islander peoples attending a General Practice clinic.
- Increase awareness within general practice of the number of Aboriginal and/or Torres Strait Islander peoples on their patient register.
- Increase uptake of the various MBS funded primary health care services by Aboriginal and/or Torres Strait Islander peoples by general practice.

Reporting

With guidance from the FGPN Service Manager, this position is responsible for the completion of all reports relating to the Service Agreement held with the WA Country Health Service.

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OTHER RESPONSIBILITIES

1. Compliance

- Work in accordance with the Occupational Safety and Health Act (1984) and ensure that all safe work general practice are adhered to.
- Utilise all tools and Personal Protective Equipment issued in line with manufacturers instructions.
- Immediately report all safety concerns and accidents and incidents to the management team, and to relevant external authorities (e.g. WA Office of Health Review, Medical Board of WA, police) if required.
- Ensure Policies and Procedures, Equal Employment Opportunity, Privacy, OH & S, and Anti-discrimination legislation are adhered to.
- Ensure that all funding body policies and procedures, guidelines and contractual obligations are carried out.

2. Team Work & Communication

- Work as part of a harmonious team and maintain a motivating environment.
- Contribute resources and knowledge to the FGPN staff.
- Contribute to development and implementation of internal and external professional development events.
- Participate in staff reviews.
- Attend Staff meetings, planning days and other meetings as requested.
- Represent Fremantle GP Network at external meetings and events as requested.
- Effectively network with government, non government, business and Community bodies to provide an excellent public image of Fremantle GP Network.

3. Other

- Undertake other duties as directed

Signed: _____
(Employee)

Date: _____

Signed: _____
(CEO)

Date: _____

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SELECTION CRITERIA

Knowledge, Experience and Key Attributes

Essential

- Ability to effectively engage with Aboriginal and/or Torres Strait Islander people, primary health care services and general practice.
- Good interpersonal skills, including demonstrated liaison and networking skills.
- General understanding and awareness of Indigenous health issues, primary health care and general practice.
- Ability to plan, manage and organised own work load.
- Ability to work independently and as a member of a multi-disciplinary team.
- Good communication skills, including ability to write reports.
- Current C class drivers licence.

Desirable

- Have relevant qualifications and/or experience in primary health.
- General computer skills.

HOW TO APPLY

Please take time to read the position description and selection criteria. If you wish to proceed, the following helpful hints are provided to assist you with your application.

Making Inquiries

General inquiries regarding the position can be made by telephoning Trish Horgan, Services Manager on 9319 0555 or by email to jobs@fremantlegpnetwork.com.au.

Completing Your Application

Your application should include the following:

1. A covering letter stating why you believe you would be ideal candidate (all applications treated as strictly confidential). Reference should be made to the selection criteria.
2. A resume which provides your relevant personal details, qualifications and work history and include proof of any formal qualifications (copies only).
3. You should, include in your resume the names and contact numbers of two (2) professional referees. The referees you select must be capable of commenting on your work performance and should have worked with you in a supervisory capacity. Applications should be sent via email to jobs@fremantlegpnetwork.com.au.

Consideration for interview is based upon your clear demonstration that you meet all of the criteria for the position.

Please ensure the position title is clearly marked on your covering letter. Applications must be at our offices by no later than 5.00pm on the closing date. For reasons of equity, late applications may be accepted.

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Fremantle GP After Hours

Weeknights • Weekends
Public Holidays

Opening Hours

Monday to Friday 7pm-10pm

Weekends 1pm-9pm

Public Holidays 1pm-9pm

**Times may be subject to doctor availability.*



Fremantle
GP Network

Fremantle GP After Hours is supported by Fremantle GP Network
and the WA Department of Health.

What is Fremantle GP After Hours?

Fremantle GP After Hours is staffed by general practitioners and registered nurses, who care for patients who need to see a GP when their normal surgery is closed.

What does the practice offer?

- ▶ Quality medical services
- ▶ Comfortable facilities

Do I have to make an appointment?

No, patients are seen in order of emergency and/or attendance. But for routine or non-urgent care you should see your usual doctor during normal working hours.

What does it cost to attend?

Health Care Card, Pensioner concession card and children under 16 are bulk billed.

Non card holders will incur a \$20 gap payment.

Prices current from February 2010.

Where is the clinic located?

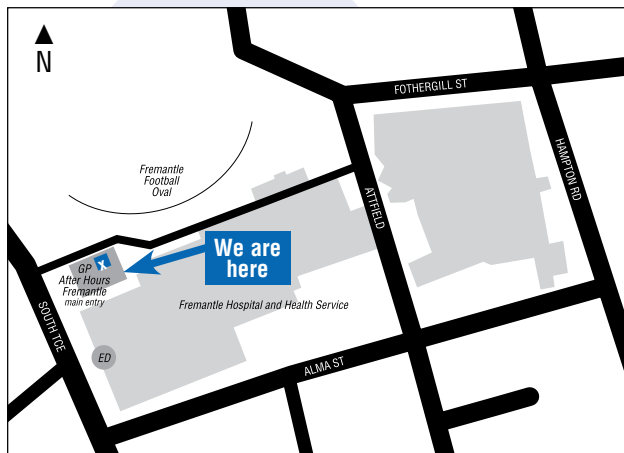
Block A, Fremantle Hospital

South Terrace, Fremantle

(Entrance off South Tce and adjacent to Emergency Dept)

Phone 9430 8912*

**Opening hours only.*



Have you been?

- Feeling depressed or anxious
- Not sleeping well or sleeping too much
- Finding it hard to concentrate
- Wanting to cut down your drinking or drug use
- Bullied, hurt or sexually harassed
- Feeling like you are not coping

Have you thought about talking to someone? Fremantle **headspace** is a good place to start!

Fremantle **headspace** is a one-stop-shop where you can come and talk to professionals who are specially trained to help young people, aged 12-25, deal with all the health problems you may have...even those really private ones.

Fremantle headspace staff can help you with things like

- Mental health issues
- General physical health
- Sexual health
- Family & Relationships
- Drug and alcohol issues
- Education & Training
- Sexuality issues
- Accommodation

What should you expect from the Fremantle headspace?

- To be seen as quickly as possible
- For your information to be kept confidential
- Respect – no matter what the issue is
- Friendly and non-judgmental staff
- Easy referral to other health and youth workers

How do you access Fremantle headspace?

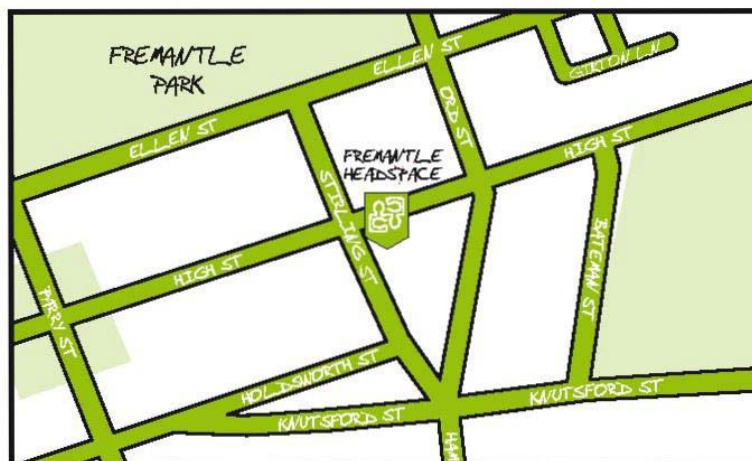
- You can make an appointment by phoning 9335 6333
- You can call for a confidential chat on 9335 6333
- Ask your health worker, teacher, family and friends to make a referral to Fremantle **headspace**

How do you get there?

Fremantle **headspace** is located at 235 High Street, Fremantle.

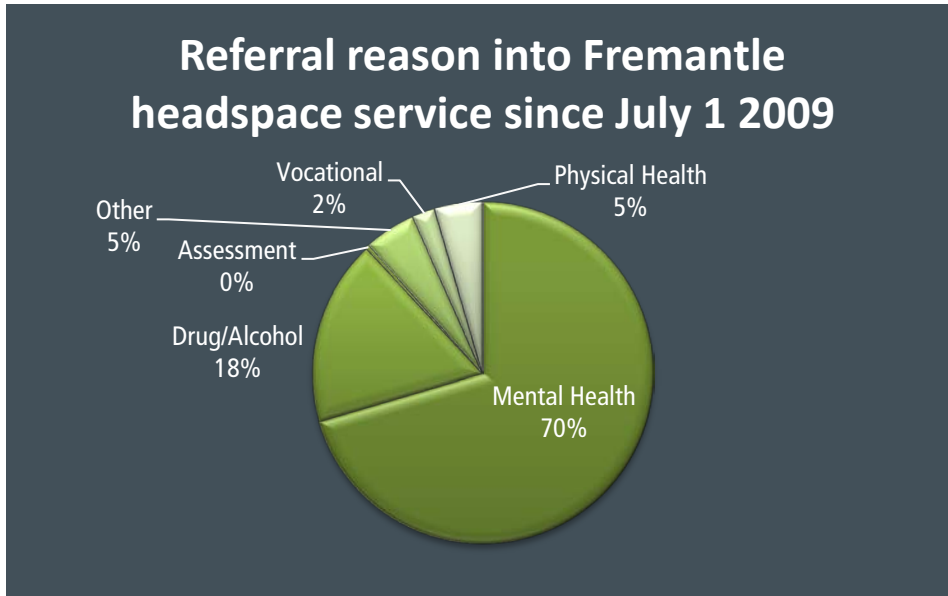
To ensure that Fremantle **headspace** is youth friendly and easily accessible, young people are involved and consulted in all aspects of the service design and delivery.

If you would like to know more about Fremantle **headspace** please contact 9335 6333 or email info@fremantleheadspace.com.au. Alternatively, more information on the **headspace** initiative can be found at: www.headspace.org.au.



Service Activity

Between June 2008 and March 2010 Fremantle **headspace** staff provided services to 740 clients, of these 287 presented between October 2009 and 30 March 2010. Of these clients, 38 or 5.24% identify as Aboriginal, Torres Strait Islander or both. In the month of March 2010, there were 606 occasions of service at Fremantle headspace. Currently, 33% of Fremantle **headspace** referrals are from outside our catchment area.



Fremantle **headspace** staff includes General Practitioners, Psychologists, Youth Engagement Officers, Social Workers, Family Counsellors & Community Awareness and Education Officers. Staff are able to conduct Family and Significant Other Workshops, Mental Health First Aid training, general education and awareness at schools and service visits to discuss how Fremantle headspace operates and the referral pathways available.



Did You Know

- Mental health issues are responsible for 55% of the overall burden of disease for young people between the ages of 15-24 (Mathis et al 1999).
- 14% of young people aged 12-17, and 27% of young people aged 18-24 experience a mental health problem in any 12 month period (Sawyer et al 2000, Andrews et al 1999).
- 75% of mental health problems occur before the age of 25.
- Only one out of every four young people with a mental health problem receives professional help (Andrew et al 2001).

headspace is Australia's National Youth Mental Health Foundation. The **headspace** mission is to; 'promote and facilitate improvements in the mental health, social wellbeing and economic participation of young Australian's aged 12-25.'

Background

FREO StreetDoctor is a dedicated mobile primary health care unit operating six (6) three hour sessions per week in the South Metropolitan Area Health region. The FREO StreetDoctor provides flexible and local primary health care at: Pioneer Park and St Patrick's Community Centre in Fremantle; Ottey Family and Neighbourhood Centre; South Lake; and outside the Willagee Library in Willagee.

The service is free, visible, easily accessible, culturally appropriate, non-judgemental and targets the following groups (in no particular order):

FREO StreetDoctor offers a comprehensive health service encompassing mental health, sexual health, social and physical needs.

Target Groups

- Young People
- Homeless
- Those with a diagnosed and undiagnosed illness
- Aboriginal & Torres Strait Islander (ATSI)
- Low or no income
- Injecting drug users
- Culturally & Linguistically Diverse (CaLD)

Reporting Period 1 July - December 2009 Data

FREO StreetDoctor saw 895 patients during the reporting period, this represents a 65% increase from the 589 patients seen over the same period in 2008. Of the 895 patients 20% self-identified as homeless, the majority of these were 'living rough'. It is important to note that many individuals do not self-identify as homeless if living in hostel accommodation.

Funding Sources

- Office of Aboriginal Health
- St John of God Health Care Inc
- Department of Health WA

The FREO StreetDoctor is also dependent on the generosity, donations and support of numerous community groups, individuals and private businesses.

Contact:

Karen Mercer

Tel: 9319 0555

Email: karen.mercer@fremantlegpnetwork.com.au





Practice Liaison Program

The Practice Liaison Program aims to support the individual approach to quality of every Practice. Our Practice Liaison Team has a range of experience and skills relevant to general practice. Fremantle GP Network advocates the 'whole of practice approach' and addresses the support needs of GPs, Practice Nurses and Practice Staff.

Practices can access telephone support; one on one or group visits; and resources, which may be tailored to your specific requirements.

Support is available in the following areas:

For the Business

Accreditation and re-accreditation

Information Management

- Clinical Software
- Registers and Recalls

Workforce

Practice Incentive Payment (PIP) Initiatives

For the Individual

Continuing Professional Development (GPs, Practice Nurses and Practice Staff)

Practice staff networking and support

GP Wellness

Practice Workforce

Use of MBS

Immunisation Support

Best practice use of Medicare Item Numbers

Enhanced Primary Care (EPC) Initiatives

- Annual Health Assessments
- Chronic Disease Management
- Case Conferences

Contact:

Fremantle GP Network

Tel: 08 9319 0555

Email: reception@fremantlegpnetwork.com.au