

Position Description

POSITIONS DETAILS	Continuity of Care Project Manager
LOCATION:	Ceduna, Port Lincoln, Whyalla, Yalata, Oak Valley or Adelaide
DEPARTMENT:	SAWCAN PROJECTS
REPORTS TO:	Executive Manager, SAWCAN
DIRECT REPORTS:	Nil
DATE UPDATED:	June 2024
HOURS OF WORK:	0.8 Part-time, 30 HOURS PER WEEK
AWARD CLASSIFICATION:	Health Professionals and Support Services Award 2020 Support Services employee—level 8
BASE SALARY:	\$79,575.74 per year plus superannuation
ADDITIONAL EMPLOYMENT CONDITIONS:	As described in letter of offer
PROBATION AND PERFORMANCE REVIEWS	Probationary period for this role is 6 months. Performance reviews will occur annually.
SPECIAL CONDITIONS:	Contract to June 30 2025

ABOUT SAWCAN
<p>SAWCAN is a collaborative partnership of five Aboriginal Community Controlled Health Organisations (ACCHOs) on the Eyre and Far West Coast of South Australia. Our Partner Organisations include:</p> <ol style="list-style-type: none"> 1. Nuyara Aboriginal Health Service, 2. Port Lincoln Aboriginal Health Service, 3. Yadu Health Aboriginal Corporation, 4. Tullawon Health Service, and 5. Oak Valley Health Service. <p>SAWCAN is not a separate entity but a collaborative effort of five distinct and individual ACCHOs who have set up a regional operational body in which they undertake collective projects, support and advocacy. The idea of such a body has been discussed since the late 1990s and early 2000s, reflecting a longstanding desire for collaboration and collective action among the ACCHOs in our region.</p> <p>The purpose of SAWCAN is to work collaboratively as a region to:</p> <ul style="list-style-type: none"> • Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people

- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

ABOUT THE PROJECT

Since early 2022, the SAWCAN region has been working in partnership with SA Health to reform the health system to improve the quality of life of Aboriginal children aged 0 to 4 and mothers of Aboriginal babies by focusing on continuity of care.

The Continuity of Care Program focusses on how health system performance improvement can ensure that the health care provided to Aboriginal people is well-organized, relationships are maintained and information supports continuity of care regardless of how, where and when Aboriginal people choose to receive care.

KEY POSITION OBJECTIVES

The Continuity of Care Coordinator will lead, coordinate and support the testing activities on behalf SAWCAN and its Members.

The role will be the conduit between our communities, the ACCHO's and government entities to ensure that there is a sound understanding of the experiences of Aboriginal mothers and children from a regional and remote perspective.

KEY PERFORMANCE INDICATORS AND RESPONSIBILITIES

The Continuity of Care Coordinator will:

- Support the co-design of the implementation strategy for the Continuity of Care Protocols Program at a whole-of-system level by ensuring that the ACCHO sectors voice and experience is centered in its development
- Work collaboratively within own network (SAWCAN Members), with other Testing Networks and SA Health
- Actively participate in testing through the collection and sharing of processes, tools, resources, documentation, networks and partnerships as required
- Test and document our regions experiences on the following activities:
 1. Identify the key roles and responsibilities of a continuity of care workforce that ensures Aboriginal children and mothers of Aboriginal babies are supported, informed and understand what they can expect from the health system (i.e., linker role or similar)
 2. Pilot the continuity of care role in an ACCHO to determine the gaps in Continuity of Care for Aboriginal mothers / families.
 3. Improved governance and partnership arrangements for continuity of care of Aboriginal families between the local ACCHO and their local hospital through the development of MOUs.
 4. Use visual maps of current state landscape to highlight which points in the journey of an Aboriginal mother interacting in the system can be enhanced through a Connected Landscape approach
 5. Test the timeliness of ACCHOs receiving discharge summaries for Aboriginal mothers and families.
 6. Look at Continuity of Care process between ACCHOs (how do we better connect mothers and children with other ACCHOs): Develop and test data sharing protocols with other ACCHOs to improve Continuity of Care of Aboriginal mothers, families and children who are travelling for care.

- 7. Explore uptake of MHR and usage barriers for community.
- Lead the implementation of the project plan
- Lead and / or participate in existing working groups that underpin the Continuity of Care Project

Project management:

1. Ensure we meet all outcomes of the funding agreement in a timely manner
2. Work across the region to ensure SAWCAN members understand the overarching project plan and how they fit into it
3. Work collaboratively with child and maternal health staff within the local ACCHOs to build their skills and capacity to meet the outcomes of the project

Reporting:

1. Ensure project plan is developed and provided to the funder (if required) and all SAWCAN services in a timely manner
2. Develop a process for receiving regular updates from the local maternal and child health to complete progress reports on the project plan
3. Complete progress reports and submit to the funder in accordance with due dates as described within the funding contract.
4. Provide quarterly written reports to the SAWCAN Directors on the project, successes, challenges and risks
5. Meet regularly with SAWCAN Executive Manager to update on progress on project plan, successes and challenges

Communication and networking:

1. Be the key contact on behalf of the SAWCAN to the funder
2. Develop and maintain excellent working relationships with each of the SAWCAN members, their staff, Board and executive managers
3. Actively participate in working groups, forums, conferences and other meetings as required
4. Set up and maintain regular meetings with key stakeholders

Training:

1. Participate in appropriate education to develop and maintain professional expertise, skills and knowledge.
2. Attend ongoing training as required.
3. Participate in the sharing of information and resources obtained from training.

Other:

1. Attend stakeholder meetings as required.
2. Proactively advocate for and share the successes of SAWCAN as a preferred provider for regional models.
3. Build knowledge of local services and organisations workforce can utilise
4. Develop and share case studies of good practice across the region
5. Support in responding to national / state policy as it relates to child health or development where required
6. Intra and interstate travel is required.
7. Additional ordinary hours and out of hours work may be required.

PERSON SPECIFICATION

Skills & Knowledge:

<ul style="list-style-type: none"> - Clinical pathways and systems thinking - Ability to turn complex policy into daily operations of an ACCHO - Deep understanding of Aboriginal and Torres Strait Islander culture and ways of doing business in a culturally appropriate manner. - Understanding of Aboriginal peoples' experiences in the pregnancy journey and children 0-4 - Demonstrated experience in evaluation and report writing - Demonstrated ability to create, maintain and foster strong professional relationships - Excellent communication skills, both verbally and in writing with the ability to address a wide range of audiences. - Excellent administrative management skills - Ability to work independently to tight deadlines and strong time management skills
<p>Previous Work Experience:</p> <ul style="list-style-type: none"> - Significant and demonstrated knowledge of and experience with the Aboriginal Community Controlled Health Sector - Demonstrated experience working with Aboriginal people, organisations and communities and other stakeholders including government agencies and non-government organisations. - Demonstrated experience in project management, implementing programs, writing reports, facilitating meetings and presenting information to a diverse audience.
<p>Personal Attributes:</p> <ul style="list-style-type: none"> - Innovative - finds ways to work better and smarter. Has the ability to generate alternative options and ideas - Determined – can research a myriad of options and is able to set a clear path to move the Network forward. Deals with obstacles and impediments - Analytical – Takes a systematic approach when building toward improvements - Ethical – Is transparent, honest and exercises good judgement - Self-Disciplined - Manages own time to achieve key outcomes - Flexible – Can adapt to changing circumstances in the workplace / sector and is able to take advantage of new and emerging opportunities - Resilient - Recovers from setbacks and learns from experience and identifies areas for self-development - Supportive – has the ability to encourage others, listens actively and can demonstrate empathy when confronted with adversity
<p>Qualifications & Training:</p> <ul style="list-style-type: none"> - Health related qualification or significant experience in - Current valid driver's licence, minimum of Class "C" or equivalent. - Current immunisations or willingness to participate in staff immunisation program.
<p>DECISION MAKING AND ADVICE</p>
<p>Decisions this role makes alone</p> <ul style="list-style-type: none"> - Day-to-day operational decisions that relate to the Continuity of Care project - Decisions must be in line with already approved project plans. Any decision outside this must be referred back to the Executive Manager, SAWCAN. - The Continuity of Care Project Manager will exercise good judgement and decision-making within this context.
<p>Advice/ recommendations</p>

- The Continuity of Care Project Manager provides advice and recommendations to the Executive Manager of SAWCAN on all matters in relation to the project.

Delegation of Authority

- The Continuity of Care Project Manager has delegated authority from the Board of Directors to manage the day-to-day operations of the project in line with the approved project plan in consultation with the Executive Manager, SAWCAN.

Financial accountability

- The Continuity of Care Project Manager has a financial delegation of \$1000 within annual budget approved by the Board.

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____