
Position	Wellbeing Coordinator
Classification	TBA dependent on qualifications and experience
Award	Health and Allied Services Managers and Administrative Workers EBA 2016-2020 <i>or</i> Nurses and Midwives (Victorian Public Health Sector) Single Interest Employers) Enterprise Agreement 2016-2020 <i>Depending on qualifications</i>
Reports to	Community Health Manager
Key relationships	Navigation team members, Community Members, Community Health team members, District Nurse Team Members, Acute Care team members, Neighbourhood Houses and other appropriate partners.
Hours of Work	As per individual contract of employment

Position summary

The Wellbeing Coordinator is a new role developed by Rural Northwest Health to support the implementation of Rural Northwest Health's strategic plan and intent to keep people living well at home.

This integrated and proactive approach to health care service delivery will help ensure clients receive the most appropriate service when and where they need it. In some cases, this may even reduce their need for hospital admission.

The Wellbeing Coordinator plays a key role in supporting and coordinating a client's entire health care journey, rather than focusing on just a specific disease or condition. This role is underpinned by the Wagner model of care and the principles of delivering coordinated and client centred care, creating partnerships across different health providers and sectors, improving client outcomes and enabling improvements across the system. The Wellbeing Coordinator empowers the community member to make informed choices about their health and wellbeing and to act.

The Wellbeing Coordinator will be a local point of contact providing psychosocial support and information to people and their families with a health need. This is a non-clinical role requiring close liaison and referral with both primary and acute care clinicians.

Key responsibilities.

1. Undertake holistic assessments and develop a person centered achievable care plan that is reviewed at agreed timelines and completion of activities
 2. Develop rapport and deliver health coaching techniques that are individualised and respects the client's needs and choices and assists them to meet their individual goals
 3. Advocate with internal and external partners for community members to assist them to receive appropriate, effective and time critical services
 4. Support community members to develop advanced care directives that reflect their wishes
 5. Undertake individual effective communication strategies that allows the community member to be contacted in a timely and effective manner and supports them to achieve their personal goals
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6. Undertake timely administrative activities that allow accurate records to be kept and shared with the navigation team, client and appropriate partners as confirmed by the client
7. Provide feedback to internal and external partners about the services they offer and what other services may need to be provided to meet the individual needs of community members
8. Maintain systems and practices that promote high quality and safe care that delivers on Rural Northwest Health's strategic intent of keeping people well at home.
9. Manage and prioritise workflow to ensure that client meetings and contacts are made as agreed to on care plans
10. Accurate collection and timely reporting of data to meet funding body requirements
11. Develop individualised plans for team members who wish to undertake a range of activities to improve their health and wellbeing, including the BRIGHT programme and collect the appropriate data for the research project.

Key position accountabilities

Accreditation and governance

1. Maintain practice within framework established by legislation, national and state policy.
2. Understand, comply with and adhere to Rural Northwest Health guidelines, principles, policies and protocols.
3. Understand, comply with and adhere to Rural Northwest Health, Health & Safety policies and work practices.
4. Ensure compliance with the National, Community Care and Aged Care Standards and achievement of accreditation.
5. Participate and provide support in accreditation and national standards activities as directed.
6. Contribute to the success of Rural Northwest Health as a leading health provider.
7. Communicate with all team members to achieve the vision, mission and strategic goals of the organisation.
8. Support a culture of performance improvement and evaluation.
9. Effective prioritisation of projects and meeting of timelines.

Safe practice and environment

1. Contribute to workplace safety and reduction of workplace injuries.
2. Ensure team members, clients, patients, residents and visitors are safe and accurately report any incidents, hazards and near misses in a timely and professional manner.
3. Respond, relay and demonstrate information regarding emergency codes and support team members to respond appropriately to codes in the event of fire or other emergency.
4. Responsible for the safe management of equipment – this includes using equipment within standard operating guidelines, conducting appropriate preventative maintenance and not using unsafe equipment.

Personal and professional development

1. Recognise and seek assistance from other relevant team members when tasks fall outside of ability or area of responsibility.
2. Where issues are unclear or beyond own abilities and qualifications seek assistance and clarification.
3. Demonstrate an ongoing commitment to personal and professional development.
4. Participate in essential and mandatory training annually.
5. Understand and adhere to Rural Northwest's Health Code of Conduct.

Information management

1. Comply with and maintain all privacy legislation requirements and Rural Northwest Health's confidentiality statements when communicating information pertaining to residents, team members and the operations of any Rural Northwest Health facilities.
2. Comply with medico-legal, professional and Rural Northwest Health standards regarding client and resident documentation.
3. Utilise information technology as appropriate in the performance of the role.

Key selection criteria

Qualifications and relative experience

- Tertiary Health Professional or Nursing qualifications
- Experience in supporting community members with ill health to improve their wellbeing
- Well developed computer skills.
- Demonstrated skills as an effective team member that includes the ability to delegate and accept direction and understand their own limitations and ask for support.

Essential

- Proven communication skills that demonstrate the ability to develop rapport, can engage with a diverse group of people and follow up on agreed actions
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands and demonstrate the highest level of customer service and response.
- Strong organisational skills that reflect ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem solving with strong decision making capability.
- Demonstrated ability to undertake a range of assessments and develop person centred care plans that focus on improving a person's wellbeing.

Preferred

- Ability to demonstrate initiative and creativity.
- Local and regional knowledge of health services provided

Personal attributes

- Forward looking thinker who actively seeks opportunities and proposes solutions.
- Excellent interpersonal skills with the ability to build relationships with stakeholders including team members, partners and community members.
- Ability to use judgement, initiative, creativity and common sense when performing duties
- Emotional maturity who has a range of personal strategies in place to deal with stress and getting past a no response
- Highly resourceful team-player with the ability to also be extremely effective independently
- Commitment to and willingness to participate in continuing training and education related to area of employment
- Understanding of living and working within a small rural community.

Certificates, licences and registrations

- Current driver's licence
- Current police check.
- Current working with Children's check

- Current registration with an appropriate health professional body

Key performance criteria

Rural Northwest Health is committed to delivering services that demonstrates innovation and braveness in every element of the business. Our strategic focus for 2016-2020 will be:

- Improving community members wellbeing and supporting them to live well at home
- Providing a service in residential age care that allows residents to live a good life and share their skills and ability and contribute to their community
- Assisting community members to access high quality services across Victoria that supports them to maintain and improve their health and wellbeing
- Maintaining and strengthening Rural Northwest Health business and service quality, and capability and competence of all team members.

Key result areas

All team members are accountable for Key Result Areas to assist the organisation to meet their strategic goals and intent. Team members will be required to work with all stakeholders and each other to support the community to receive services that are innovative, excellent and of a high quality.

Performance area	Performance criteria
Improving community members wellbeing and supporting them to live well at home	<ul style="list-style-type: none"> • Demonstrated timely follow up that assists community members to attend all community appointments booked • Meeting required deadlines for letters, administration paperwork and communication with other providers • Informing community members about the services that Rural Northwest Health provides
Providing a service in residential age care that allows residents to live a good life and utilise their ability and contribute to their community	<ul style="list-style-type: none"> • Providing a service that demonstrates it is person centred by ensuring residents and clients paperwork reflects their needs and has all alerts and correct details documented • Informing community members about the services that Rural Northwest Health provides • Attending events and activities held in the residential services whenever possible • When holding events or developing new services investigating how residents can be included • Demonstrating that every interaction results in a positive resident experience
Assisting community members to access high quality services across Victoria that supports them to maintain their health and wellbeing	<ul style="list-style-type: none"> • Demonstrated evidence that referrals and appointments are made in a timely manner and that all documentation is provided • Informing community members about the services that Rural Northwest Health provides

	<ul style="list-style-type: none"> Assist community members to utilise Telehealth and Rural Northwest Health services for their health needs
Improving their own health and wellbeing to support all team members to enhance and maintain their health and wellbeing	<ul style="list-style-type: none"> Engaging in the Staff Well Life program and undertaking activities that improve the team members health and wellbeing Working with the health and wellbeing officer to understand the physical requirements of their role and undertaking all physical tasks in a manner that keeps them safe Setting realistic health and wellbeing goals annually as part of the personal and professional development program Speaking to any team member professionally that is not displaying the FISH principles

Wellbeing Coordinator position specific physical requirements

Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks which may require various forms of mobility.

The following specific physical requirements are necessary to carry out the essential elements of the position as outlined in the position description.

The following frequency descriptions relate to percentages of a normal working day:

1. Continuous = 75% to 100%
2. Frequent = 25% to 75%
3. Infrequent = 0% to 25%

1. Continuous	
Handling and feeling	<ul style="list-style-type: none"> Finger dexterity and hand–eye coordination along with full hand and wrist movement Ability to perceive attributes of objects by touching with skin, particularly that of the fingertips
Talking	<ul style="list-style-type: none"> An excellent understanding of the English language is required when dealing with external organisations and Rural Northwest Health team members Ability to communicate effectively
Hearing	<ul style="list-style-type: none"> Ability to maintain hearing acuity with correction if required and the ability to hear and understand whispered conversations at a distance of up to 1 metre Ability to interpret what is being heard
Vision	<ul style="list-style-type: none"> Ability to maintain 20/20 vision using correction if required Ability to see and recognise objects and read documents Ability to discriminate between colours and to determine depth perception
Smelling	<ul style="list-style-type: none"> Ability to distinguish odours and identify hazards

Repetitive motions	<ul style="list-style-type: none"> Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as but not limited to typing
2. Frequent	
Standing and walking	<ul style="list-style-type: none"> Major components of the position Required for movement around the organisation Requires the ability to fully use both legs on a variety of surfaces
Sitting	<ul style="list-style-type: none"> Required when carrying out documentation or administration requirements
Lifting and carrying	<ul style="list-style-type: none"> Required in the movement of objects around the organisation including movement from lower to higher and/or horizontally and/or place to place Requires the ability to fully use both arms and hands
Pushing and pulling	<ul style="list-style-type: none"> Required to draw, drag, push or tug objects around the organisation including but not limited to trolleys
Bending and crouching	<ul style="list-style-type: none"> Bending at waist level whilst carrying out job requirements in the organisation Ability to crouch to floor level when required
Reaching and stretching	<ul style="list-style-type: none"> Required in carrying out administration duties and in the movement of objects in the organisation
Twisting	<ul style="list-style-type: none"> May be required in the movement of objects in the organisation The ability to reach in all directions and to twist at the waist is required
Grasping/finger movement	<ul style="list-style-type: none"> Pinching, picking, and typing is required to holding onto objects Ability to do repetitive motions with hands, wrists and fingers
3. Infrequent	
Climbing	<ul style="list-style-type: none"> Required when ascending or descending stairs Requires ability to utilise both legs and feet and/or hands and arms Body agility is required
Balancing	<ul style="list-style-type: none"> Required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements
Kneeling	<ul style="list-style-type: none"> May be required when carrying out elements of the role

Performance and professional development plans

The Wellbeing Coordinator’s personal and professional development plan will be evaluated by the Community Health Manager at the conclusion of three month’s service; prior to the completion of the six month’s probationary period; after 12 month’s service; thereafter each subsequent 12 months, on termination of employment or by request.

Rural Northwest Health policy is that concerns over skill and performance of employees are addressed wherever possible through a personal and professional development plan which is not related to the Disciplinary Protocol.

Note: Statements in this position description are intended to reflect in general the responsibilities of the position and are not to be interpreted as being all inclusive.

Key organisational requirements	
Police record check Working with Children's check	Appointment and ongoing employment is subject to a satisfactory police records and Working with Children check
Code of conduct	The expectations the Rural Northwest Health has of its team members
Contract of employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your contract of employment which will apply unless you agree with Rural Northwest Health in writing to alter or replace them
Confidentiality	The team member is to maintain strict confidentiality with reference to all matters relating to clients, patients, residents and team members of Rural Northwest Health both internally within work hours and externally out of work hours. Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to Section 141 of the Health Services Act 1988
Information technology	The team member is to be aware of the requirement to be familiar with and able to access and use the Rural Northwest Health information communication and technology system such as computer, intranet, email, telephone, photocopier and facsimile
Policies, procedures and protocols	The team member is required to make themselves familiar with and abide by the Rural Northwest Health policies and protocols located on the Rural Northwest Health Intranet
Quality improvement and risk management	The team member is required to participate in the Rural Northwest Health quality improvement and risk management programs to encourage excellence of care and cost containment
Occupational Health and Safety	The team member is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omission of the team member in the workplace (Occupational Health and Safety Act 2004, section 25)
Infection prevention and control	The team member is required to adhere to infection prevention and control protocols and procedures designed to prevent infection transmission in the workplace
Team Member development	The team member is required to attend an induction session as close to their employment commencement as possible and participate in professional development annually
Duties	This position description reflects your general duties but may not be interpreted as being all inclusive. For further key responsibilities refer to allocated duty list and procedures for daily duties
Professional and Personal Development plan	A development plan will be developed in accordance with the statement outlined in this position description
Qualifying period	A qualifying (probationary) period of six months will be adhered to after which time a permanent contract will be offered if the incumbent's performance is deemed to be satisfactory
Termination of employment	Notice periods for termination or resignation of employment will be as outlined in the National Employment Standards

Team Member declaration

I declare that I have read and understand the position description and physical requirements of this position. I declare that I have the physical ability to fulfil this position and in fulfilling the key responsibility areas.

I understand that the information provided in this document is a general outline and may not encompass all aspects of the position.

By initialling the top right hand corner of each page I confirm that I have read and understood the position description and physical requirements.

I understand that this is separate to the employment contract outlining my conditions of employment details.

Team Member signature _____

Team Member name (please print) _____ **Date** ____ / ____ / ____

Manager signature _____

Manager name (please print) _____ **Date** ____ / ____ / ____