

| Position Description | | | |
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| Name | | Date | 1/1/2022 |
| Position Title | COVID Community Response Coordinator | | |
| Department | Primary Care | | |
| EBA / Award | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 | | |
| Classification | SACS Employee Level 6 76.0 hours per fortnight, 1.0 EFT, Monday – Friday Fixed Term Contract till end of June 2022 | | |
| Primary Site | Wangaratta or Wodonga Travel to other sites within the Ovens Murray Area will be required | | |
| Reporting to | Regional Specialist Services Nurse Manager | | |
| Direct Reports | HRAH team: <ul style="list-style-type: none"> • Registered Nurses • Enrolled Nurses • Other team members as recruited during the project | | |
| Budgetary Responsibilities | Responsible for the following funding programs: <ul style="list-style-type: none"> - High Risk Accommodation and Response Program - Covid-19 Vaccine Amassador Program - Targeted Case Management for COVID-19 Vaccination Program | | |
| Liaises with Internally | GH staff, including Quality, Risk/Compliance, People Working Well roles & Gateway Health Staff | | |
| Liaises with Externally | This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> ▪ Department of Health and Department of Fairness, Families and Housing Local Government staff and representatives. ▪ Community service organisations. ▪ Health services ▪ Other Not for Profit Organisations ▪ Community Health Organisations within the State | | |
| Program Information | The role of the COVID Community Response Program is to prevent, prepare and respond early to Coronavirus infections in high-risk shared accommodation facilities, so to minimise transmission and support access to vaccination for our community . The program works to ensure safe, effective, person-centred and connected public health measures are in place to protect the health and wellbeing of residents. Gateway Health has been commissioned as the Lead Provider by DFFH to coordinate delivery of the following programs in the Ovens Murray: <ul style="list-style-type: none"> - High Risk Accommodation and Response Program, - Covid-19 Vaccine Amassador Program, - Targeted Case Management for COVID-19 Vaccination Program. | | |

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| <p>Purpose of the role</p> | <p>This role will:</p> <ul style="list-style-type: none"> • Coordinate and lead the team and the provision of a COVID-19-safe environment for residents, workers and visitors to facilities in scope for the program. • Coordinate and lead the proactive prevention and rapid response to COVID outbreaks where requested by DFFH. • Coordinate and lead work with community leaders, community health, local council, community services and other agencies to provide culturally safe supports across health, social services, material aid and other supports. • Coordinate and lead a culturally safe and appropriate health and support services readily available to residents across in-scope accommodation settings, either through targeted social supports in public housing, or connecting to existing services in other settings. • Coordinate and lead the team to assist timely access to food and other essential supplies for coronavirus (COVID-19) positive residents and those who must self-quarantine, who have no other means of support. • Coordinate and lead the team to ensure the provision and reinforcing of public health messaging or supporting agencies to do so in private markets. • Coordinate and lead the team to appropriately support and educate residents and landlords/providers about coronavirus (COVID-19) and how to prevent outbreaks in individuals, families and communities. • Coordinate and lead the team to actively engage vulnerable communities and support them to understand the importance of COVID-19 vaccination, by providing education, dispelling myths and providing pathways to accessing vaccination. |
| <p>About Gateway Health</p> | <p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services. We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> |

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| | <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p> |
| <p>Code of Conduct</p> | <p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework. |
| <p>Key Responsibilities and Accountabilities</p> | |
| <p style="text-align: center;">Role Specific</p> | |
| <ul style="list-style-type: none"> • Senior employee with high level of knowledge in the Housing and Community Health and Wellbeing sectors. • Coordinate and lead the complex listed Covid response programs across the Ovens Murray Region. • Responsible for budget and monitoring of program funds. • Responsible for the planning, management and leadership of the COVID Community Response team and programs. • Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. • Coordinate and lead the funding and service agreement programs requirements, including priorities, team practices and program direction. • Provide evidence-based practice in line with professional and funding requirements when working the in scope client cohorts. • Provide expertise across multiple disciplines and sectors when working with the public, community housing sector and homeless sectors. • Complete high-quality reports and data analysis within agreed time frames and in accordance with GH and DFFH requirements and relevant professional body policies and procedures. • Complete all relevant program specific reporting within the required time frames. • Coordinate and lead processes to ensure all data to be entered onto designated program databases. • Ensure all reporting is accurate and complete in the time frames set out by the funding bodies. • Timely and accurate commencement and maintenance of program records, financial and statistical data and any other information per organisational policy. • Participation in regular performance reviews and appraisals • Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software • Active participation in Professional Development • Active participation in specific clinical supervision | |

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| <ul style="list-style-type: none"> • Completion of Mandatory training |
| Financial Management |
| <ul style="list-style-type: none"> • Prepare and monitor the programs budget and multiple program financial acquittals. • Monitoring the multiple program expenditure and budget. • Ensure the complex invoices and expenditure are raised and processed within funding / program deadlines and guidelines. |
| People |
| <ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Establish strong connections and networks with the public, community and homeless sector. • Coordinate COVID Community Response team rosters and work scheduals to meet the programs requirments • Coordinate and lead the COVID Community Response team developing a productive and positive team culture. • Coordinate and lead a team culture to provide a willingness to engage in flexible work models that may require significant out of hours work and travel. • Positively lead the culture and spirit of the COVID Community Response team, work environment and to GH. • Demonstrate excellent professional judgement within the programs prescribed areas of work. • Behaviour is congruent with organisational values, behaviours and goals • Develop and lead procedures and systems within this program to ensure a safe and suitablework environment for the COVID Community Response team. • Positively embrace, lead and adopt change as it occurs. |
| Technical Skills / Industry Knowledge |
| <ul style="list-style-type: none"> • Provide expert advice and sector knowledge regrading the COVID Community Response programs and housing sector. • Comply with full funding requirements including complex weekly, monthly reporting and all other requested reporting requirments |
| Generic Organisational Responsibilities |
| <ul style="list-style-type: none"> • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set • Maintain privacy and confidentiality at all times • Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines. • Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation. • Actively contribute to qualityassurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards. • Contribute to organisational quality activites to ensure continual review and improvement. • Contribute to a safe and welcoming workplace at all times. • Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings • Protect the rights, safety and wellbeing of children and provide a child safe environment. • To continually develop both personally and professional to meet the changing needs of your position, career and organisation. |

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Nursing, Social Work, Social Welfare, Psychology, Community Welfare Work or relevant equivalent studies.
3. Demonstrated well-developed interpersonal skills with the capacity to liaise effectively and using a variety of modes as relevant, with a wide range of clients and service providers in a clear and appropriate manner for the purpose and audience.
4. Ability to build and monitor program budgets inline with funding requirements.
5. Information seeking, analytical and conceptual skills, with the ability to assess the needs of callers and clients in order to provide appropriate information and referral to services
6. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
7. A comprehensive knowledge of the range of generic and specialist service options available including health, welfare, financial and educational services and structure.
8. Ability to work outside of normal business hours, and off-site within the designated Local Government Area, where some overnight travel may be necessary in distant rural communities.
9. Minimum 3 years' experience within the community, health or welfare sector, preferably in a trauma related field
10. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client information management systems.

Mandatory Requirements

11. Current Australian Drivers Licence or accepted International Drivers licence
12. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
13. Evidence of COVID 19 Vaccination or Contraindication

Desirable

14. Working towards, or completion, of relevant post graduate study

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee Signature:

Date:
