

Classification Descriptors – Health Worker

Current Enterprise Agreement Content Descriptor	New Enterprise Agreement Content Descriptor	Aboriginal Community Controlled Health Services Award 2010
<p>A 3.1 Health Worker HW 1</p> <p>Health Worker Grade 1 / Community Health Worker Grade 1 means:</p> <ul style="list-style-type: none"> • an Employee in their first year of service who will generally have no direct experience in the provision of Aboriginal health services. • Is commencing / undertaking study for Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or a relevant discipline, or the required Aboriginal Community Health Worker qualification; • Provides support to clinical staff to improve access for community residents to health services <p>They will provide primary health services support, education and liaison duties under direct supervision, as part of the multidisciplinary team approach. Indicative roles are trainee Health Workers, Community Workers, Exercise Officers</p>	<p>Health Worker HW1</p> <p>(a) There are no prescribed qualifications required, however an Employee at this grade is required to undertake study to obtain a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent in a relevant discipline within six (6) months of commencement in the position.</p> <p>(b) An Employee at this grade is usually in his/her first year of service, and may have no direct experience in the provision of Aboriginal and/or Torres Strait Islander health services.</p> <p>(c) A position at this grade works under close supervision using established routines, methods and procedures and there is little scope for deviating from these. Tasks are general of a routine operational nature.</p> <p>(d) A positions at this grade will undertake primary health care services support, education, health promotion, administrative and liaison duties as part of a multidisciplinary team, specific to the position’s scope of practice.</p> <p>(e) A position at this grade may:</p> <ul style="list-style-type: none"> • under direct supervision assist more senior employees in the provision of patient care associated with basic primary health care services, • transport patients from one location to another, • establish and maintain a communication network between health providers and the community, • assist in identifying health needs of individuals, groups and the community, • undertake incidental administrative tasks including maintenance of records and data collection, and • provide health services under direct supervision within a scope of practice, including (but not limited to): <ul style="list-style-type: none"> - basic health screening, - basic first aid, - client support, and - referral to other health professionals and other services. <p>(f) It is desirable that an Employee at this grade has Level 1 Aboriginal and Torres Strait Islander knowledge and cultural skills.</p>	<p>A.2 Aboriginal and/or Torres Strait Islanders Health Workers</p> <p>A.2.1 Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) (Health Worker Trainee) – Grade 1</p> <p>(a) Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) (Health Worker Trainee) - Grade 1 means an employee in their first year of service who will generally have no direct experience in the provision of Aboriginal and/or Torres Strait Islander health services.</p> <p>(b) They will provide primary health services education and liaison duties under the direct supervision of more senior employees.</p> <p>(c) The employer will actively assist the employee to pursue entry into an approved course of study to gain a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent within 18 months.</p>

Classification Descriptors – Health Worker

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<p>A 3.2 Health Worker HW 2</p> <p>Health Worker Grade 2 / Community Health Worker Grade 2 means:</p> <ul style="list-style-type: none"> • a person who has completed Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or a relevant discipline or the required Community Health Worker qualification; • a person with other qualifications or experience deemed relevant by the employer; or • a Health Worker Grade 1 who has been promoted to Health Worker Grade 2 after having been assessed by their Employer as having the requisite competence with a minimum of one year's experience at Grade 1. • A Health Worker Grade 2 is expected to provide a range of health functions of a clinical, preventative, rehabilitative or promotional nature under the general direction of professional staff of the Aboriginal community controlled health service. <p>Duties include, under the direct supervision of local and/or other health professional / team leader:</p> <ul style="list-style-type: none"> • Initiating relationships with the family and the health system • Undertaking basic initial clinical screening and initiating health checks • assisting in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team; • engaging with individual / families within communities within practice settings, including home visiting, under the general direction of a multidisciplinary team • documenting family members with health problems / risk factors for regular screening and referral • coordinating visiting specialist / chronic disease and primary health care centre reviews • Collaborating with multidisciplinary team on therapeutic management issues • under instruction assisting in the provision of standard medical treatments in accordance with established medical protocols; • collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies; including documenting environmental and other family issues impacting on family health • in line with policies and programs established by the health team, participating in educating and informing the community about preventative health measures; and • undertaking orientation and training programs as available. <p>It is desirable that staff at this grade should have Aboriginal knowledge and cultural skills—level 1.</p>	<p>Health Worker HW 2</p> <p>(a) An Employee at this grade is usually in his/her second year of experience as a Health Worker, and holds a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent in a relevant discipline.</p> <p>(b) A position at this grade works under general supervision using established routines, methods and procedures and there is little scope for deviating from these. Tasks are general of a routine operational nature, and require minimal judgement in deciding how tasks are to be performed and completed. Problems can generally be solved using available policies, procedures, guidelines, regulations and other formal reference documents.</p> <p>(c) A position at this grade will undertake primary health care services, education, health promotion, administrative and liaison duties as part of a multidisciplinary team, specific to the position's scope of practice. An Employee appointed to the position will be required to apply knowledge and skills derived from work of a similar nature in the performance of such duties.</p> <p>(d) In addition to the duties which may be undertaken at Health Worker 1, a position at this grade may:</p> <ul style="list-style-type: none"> • assist in ensuring that services are provided in ways that maximise cultural acceptability, • undertake basic clinical screening and initiation of health checks, • assist in identifying health needs of individuals, groups and the community, • assist in the provision of comprehensive patient care and education of clients, in partnership with other members of the health care team, • engage with individuals/families within practice settings, including home visits, • document health problems/risk factors including environmental or other family issues impacting on health, for regular screening and referral, • network and liaise with other service providers to ensure a coordinated approach to health service delivery, • undertake incidental administrative tasks including maintenance of records and data collection and entry, and • provide health services under supervision within a scope of practice, including (but not limited to): <ul style="list-style-type: none"> - provide limited advice and information, and - other activities as required to meet the identified health needs of the community. <p>(e) It is desirable that an Employee at this grade has Level 2 Aboriginal and Torres Strait Islander knowledge and cultural skills.</p>	<p>A.2.2 Aboriginal and/or Torres Strait Islander Health Worker Trainee (Health Worker Trainee) - Grade 2</p> <p>(a) Aboriginal and/or Torres Strait Islander Health Worker Trainee (Health Worker Trainee) - Grade 2 means an employee in their second year of service or an employee whom has obtained and/or possess a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent.</p> <p>(b) They will provide primary health services education and liaison duties under the direct supervision of more senior employees.</p> <p>A.2.3 Indicative tasks performed by a Health Worker Trainee</p> <p>(a) Health Worker Trainees will perform a range of duties and services provided by professional, technical, clinical and administrative work categories.</p> <p>(b) A Health Work Trainee will:</p> <ul style="list-style-type: none"> •work under direct supervision, either individually or in a team or group, using routine procedures and established techniques or methods; •perform a range of routine tasks and operate office and other equipment requiring the use of basic skills, training or experience; •exercise minimal judgement in deciding how tasks are performed and completed while being responsible for the quality standard of completed work; and •undertake orientation and training programs as available. <p>A.2.4 Range of activities undertaken:</p> <ul style="list-style-type: none"> •Assist more senior employees in the provision of patient care associated with basic primary health care functions. •Assist in the delivery of clinical support services by performing a range of basic non-professional tasks and transporting patients from one area to another. •Establish and maintain a communication network between health providers and the community. •Assist in identifying health needs of individuals, groups and the community. •Assist with the provision of health promotion programs, appropriate referrals, advice and information. •Network and liaise with other service providers to ensure a coordinated approach to health service delivery. •Undertake incidental administrative tasks including maintenance of records and data collection. •Assist in ensuring that services are provided in ways that maximise cultural acceptability. •Maintain the confidentiality of client contacts. •Deliver health services under supervision including: <ul style="list-style-type: none"> •basic health screening; •basic first aid; •health education and promotion; •client support; •identification of health needs; •referral to other health professionals and other services; •limited advice and information; and

Classification Descriptors – Health Worker

		●other activities as required to meet identified health needs of the community.
Current Enterprise Agreement Content Descriptor	New Enterprise Agreement Content Descriptor	Aboriginal Community Controlled Health Services Award 2010
<p>A.3.3 Advanced Health Worker HW 3</p> <p>At this grade, Health Workers hold a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Community) or a relevant discipline, who are able to independently undertake a full range of duties, including dealing with the most complex matters, and working with a cohort of patients in a range of practice settings but who may not hold registration as an Aboriginal Health Practitioner as described in A3.5 or may not be undertaking a clinical caseload as required to maintain registration.</p> <p>Workers will be expected to perform their duties with little supervision, take a lead role in engaging families with the multidisciplinary team and health system, and may be required to work as a sole practitioner remote from the health service, or as part of a multidisciplinary team. At this level it is expected that the Health Worker would have a thorough understanding of the model of care, and its integration into practice.</p> <p>Typical duties may include;</p> <ul style="list-style-type: none"> • Providing supervision / mentorship/ support, orientation and education to others within the multidisciplinary team setting e.g Health Workers (Grade 1 / 2)/ others within multidisciplinary / clinic setting • is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes; • delivering direct and comprehensive individual case management to a specific cohort, or population of patients or clients in a particular area within the practice setting including clinic, home, community settings • assist in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team; • engaging with individual / families within communities within practice settings • under instruction assist in the provision of standard medical treatments in accordance with established medical protocols; • collect and record data from clients which will assist in the diagnosis and management of patients; • in line with policies and programs established by the health team, participate in educating and informing the community about preventative health measures; and • undertake orientation and training programs as available • acting as a role model in the provision of holistic care to patients or clients in the practice setting; and • Assisting in the management of action research projects, and participating in quality assurance programs and policy development within the practice setting. • May coordinate a small team of health workers as well as assisting with the planning and supervision of other workers' duties. 	<p>Advanced Health Worker HW 3</p> <p>(a) An Employee at this grade has more than 2 years of experience as a Health Worker, and holds a Certificate IV or higher qualification in Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent in a relevant discipline.</p> <p>(b) A position at this grade works under limited supervision to implement processes for the delivery of primary health care services aligned with the model of care. Tasks require the exercise of judgement in deciding how tasks are to be performed and completed. Problems may be solved using available policies, procedures, guidelines, regulations and other formal reference documents, however the application of professional knowledge may also be required.</p> <p>(c) A position at this grade facilitates the delivery of culturally appropriate primary health care services, including providing guidance and advice on cultural appropriateness to other members of the multidisciplinary team and enabling engagement with clients and their families.</p> <p>(d) A position at this grade will provide primary health care services, education, health promotion, administrative and liaison duties as part of a multidisciplinary team, specific to the position's scope of practice. An Employee appointed to the position will be required to apply knowledge and skills derived from education and experience in similar positions in the performance of such duties.</p> <p>(e) A position at this grade is responsible for duties which require the application of sound knowledge of the model of care and related programs, activities and policies to support the achievement of strategic objectives and quantifiable and measurable improvements in health outcomes.</p> <p>(f) In addition to the duties which may be undertaken at Health Worker 2, a position at this grade may:</p> <ul style="list-style-type: none"> • provide support and education to others within the multidisciplinary team, • deliver direct and comprehensive individual case management within the practice setting as part of a multidisciplinary team, • undertake clinical screening and initiation of health checks, • identify health needs of individuals, groups and the community, • provide comprehensive patient care and education to clients, in partnership with other members of the health care team, • document health problems/risk factors including environmental or other family issues impacting on health, for regular screening and referral, • contribute to research projects, and • undertake administrative tasks. <p>(g) It is desirable that an Employee at this grade has Level 3 Aboriginal and/or Torres Strait Islander knowledge and cultural skills.</p>	<p>A.2.5 Aboriginal and/or Torres Strait Islander Health Worker (Generalist Health Worker) - Grade 3 means:</p> <p>(a) a person who has completed Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or</p> <p>(b) a person with other qualifications or experience deemed equivalent through a Registered Training Organisation.</p> <p>A Generalist Health Worker who:</p> <p>(i) holds a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or</p> <p>(ii) has a Medicare provider number (not a prerequisite)</p> <p>will be classified as no less than a Grade 3 Level 2 Aboriginal Health Worker/Aboriginal Community Health Worker.</p> <p>A.2.6 Scope of the role</p> <p>(a) A Generalist Health Worker works within delegated model of care, and will perform a range of duties in the delivery of primary health care services and community care. They will perform duties of a specific nature, or a range of duties designed to assist in the provision of health services in the professional, technical, clinical and administration work categories.</p> <p>(b) A Generalist Health Worker will be able to:</p> <p>(i) provide a range of health functions of a clinical, preventative, rehabilitative or promotional nature under the general direction of more senior employees;</p> <p>(ii) work under supervision and direction, either individually or in a team or group using routine primary health care practices and procedures and established techniques or methods. Such tasks may include some of all of the following:</p> <ul style="list-style-type: none"> • assisting in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team; • under instruction, assisting in the provision of standard medical treatments in accordance with established medical protocols; • collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies; • in line with policies and programs established by the health team, participate in educating and informing the community about preventative health measures; and • undertaking orientation and training programs as available, <p>(iii) perform a range of additional tasks at a standard in accordance with the level of qualification held, to operate office and other equipment, which requires specific levels of skill, training and experience that are not subject to licensing and registration of other professions. Such services may include:</p> <ul style="list-style-type: none"> • first aid; • health education and promotion; • client support; • identification of health needs; • referral to other health professionals and other services;

Classification Descriptors – Health Worker

<p>It is desirable that Employees at this grade have Aboriginal knowledge and cultural skills— level 1.</p>		<ul style="list-style-type: none"> ● advice and information; ● other activities as required to meet identified health needs; and ● advocacy, <p>(iv) exercise judgement in deciding how tasks are performed and completed to ensure the quality standard of completed work; and</p> <p>(v) demonstrate good communication and interpersonal skills in client liaison advocacy and teamwork.</p> <p>A.2.7 Required skills and knowledge</p> <p>(a) A Generalist Health Worker will possess an ability to apply primary health care generalist knowledge, skills and demonstrated capacity to perform tasks, using defined techniques and knowledge under supervision.</p> <p>(b) A Generalist Health Worker will have:</p> <ul style="list-style-type: none"> (i) good interpersonal skills and abilities to communicate with Aboriginal and/or Torres Strait Islander individuals, families and communities and network with other services and health professions; (ii) demonstrated ability to apply knowledge and skills obtained from Certificate III in Aboriginal and/or Torres Strait Islander Primary HealthCare or equivalent; and (iii) knowledge of confidentiality, ethics and duty of care in a primary healthcare and/or community services environment.
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Current Enterprise Agreement Content Descriptor	New Enterprise Agreement Content Descriptor	Aboriginal Community Controlled Health Services Award 2010
<p>A 3.4 Senior Health Worker HW 4</p> <p>At this grade, Health Workers would possess either a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Community) or other qualifications or experience deemed equivalent by the organisation but may not hold registration as an Aboriginal Health Practitioner.</p> <p>In addition to being able to independently undertake a full range of duties, including dealing with the most complex matters, and working with a cohort of patients in a range of practice settings, employees at this level would also participates in action research and assisting in management of action research</p> <p>Employees at this grade may also be known as a Senior Health Worker of a particular health group / team / function and will apply a high level of professional judgment and knowledge when performing a wide range of novel, complex, and critical tasks, specific to their scope of work, and is:</p> <ul style="list-style-type: none"> • appointed as such by a selection process to an established Senior Health Worker position, or by reclassification from a lower grade when that the Employee is required to perform the duties detailed in this subclause on a continuing basis. • Provide leadership within the profession and/or multidisciplinary team • Ensures that service initiatives are integrated into clinic setting / team practice, organisational work unit guidelines and organisational policies • Provide supervision, mentoring and support to Health Workers • A majority of tasks are performed at a high level of independence <p>An Employee at this grade:</p>	<p>Senior Health Worker HW 4</p> <p>(a) An Employee at this grade has more than 3 years of experience as a Health Worker, and holds a Certificate IV or Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent in a relevant discipline.</p> <p>(b) A position at this grade works under broad supervision to implement processes for the delivery of primary health care services aligned with the model of care. It undertakes a wide range of novel, complex and critical tasks which require the application of a high level of professional judgement, knowledge and skills.</p> <p>(c) A position at this grade takes a supporting role in facilitating the delivery of culturally appropriate primary health care services, including providing guidance and advice on cultural appropriateness to other members of the multidisciplinary team and enabling engagement with clients and their families. It also ensures that cultural and service initiatives are integrated into practice settings and processes.</p> <p>(d) A position at this grade will undertake primary health care services, education, health promotion, administrative and liaison duties as part of a multidisciplinary team at a senior level, specific to the position's scope of practice. An Employee appointed to the position will be required to apply professional knowledge and skills obtained through significant training and experience and/or formal vocational development in the performance of such duties.</p> <p>(e) A position at this grade is responsible for duties which require the application of comprehensive knowledge of the model of care and related programs, activities and policies to support the achievement of strategic objectives and quantifiable and measurable improvements in health outcomes.</p>	<p>A.2.8 Aboriginal and/or Torres Strait Islander Health Practitioner, Advanced Health Worker – Practice & Advanced Health Worker – Care – Grade 4</p> <p>The following three roles are classified at Grade 4:</p> <p>(a) Aboriginal and/or Torres Strait Islander Health Worker Advanced (Advanced Health Worker - Practice)</p> <p>An Advanced Health Worker - Practice is a person who holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent. The employee independently undertakes a full range of duties, including dealing with the most complex matters. An Advanced Health Worker - Practice performs their duties with little supervision, and may work as a sole practitioner remote from the health service.</p> <p>(b) Aboriginal and/or Torres Strait Islander Health Practitioner (Health Practitioner)</p> <p>A Health Practitioner who holds a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice and holds current registration with the Australian Health Practitioner Regulation Agency (AHPRA) –Aboriginal and Torres Strait Islander Health Practice Board.</p> <p>(NOTE: An Aboriginal and/or Torres Strait Islander Health Practitioner (protected title) are required by National legislation to maintain registration as a condition of their employment and hold a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice, and must be classified as no less than a Grade 4 Level 2).</p>

Classification Descriptors – Health Worker

<ul style="list-style-type: none"> • provides leadership and role modelling, particularly in the areas of action research, evaluation of programs/services and quality assurance programs; • is expected to develop/implement and deliver strategies which increase the level of care to customers within the operational framework; • Works in an area that requires high levels of specialist knowledge and skill as recognized by the Employer; • is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes; • establishes and maintains external relationships and partnerships • identifies community health issues, and develops health plans to address identified issues • participating in policy development and implementation; • acting as a consultant on request in the Employee's own area of proficiency; for the purpose of facilitating the provision of quality care; • may be required to operate in a 2IC capacity to the Local Service Coordinator • participating in active research, including audit and quality assurance activities within the practice setting <p>It is desirable that staff at this grade should have Aboriginal knowledge and cultural skills—level 2.</p>	<p>(f) A position at this grade may independently manage complex cases relating to health issues, and work with a cohort of patients in a range of practice settings. Such work will require the Employee to have knowledge of the social determinants of health affecting Aboriginal and Torres Strait Islander people.</p> <p>(g) In addition to the duties undertaken at Advanced Health Worker 3, a position at this grade may:</p> <ul style="list-style-type: none"> • provide leadership and guidance to ensure that services are provided in ways that maximise cultural acceptability, • advocate for improved health outcomes for community members, • operate equipment which requires specific levels of skills, training and experience at an advanced level, • provide supervision, mentorship, support and education to others within the multidisciplinary team, including (but not limited to) lower classified Health Worker positions, • contribute to the development, implementation and delivery of strategies which increase the level of care to customers within the primary health care framework, • coordinate visiting specialist, chronic disease and primary health care centre reviews, • identify community health issues, and develop health plans to address identified issues, • participate in policy development and implementation, and • provide health services under supervision within a scope of practice, including (but not limited to): <ul style="list-style-type: none"> - dressings, - suturing, - taking blood, - accident, medical care and first aid, and - liaison with medical officers about medical advice and treatment. <p>(h) It is desirable that an Employee at this grade has Level 3 Aboriginal and/or Torres Strait Islander knowledge and cultural skills.</p>	<p>(c) An Advanced Health Worker - Care is a person who independently undertakes a full range of duties, including dealing with complex matters. An Advanced Health Worker - Care holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care, or equivalent.</p> <p>A.2.9 Scope of the role: Advanced Health Worker - Practice and Health Practitioners</p> <p>Advanced Health Workers - Practice and Health Practitioners work at an advanced level with minimal supervision. The employee will:</p> <p>(a) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;</p> <p>(b) perform a range of tasks of a complex nature, and operate equipment that require specific levels of skills, training and experience at an advanced level;</p> <p>(c) exercise judgement in deciding how tasks are performed and the quality standard of the work;</p> <p>(d) manage allocated tasks and work with others to meet deadlines;</p> <p>(e) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply; and</p> <p>(f) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.</p> <p>A.2.10 Required skills and knowledge: Advanced Health Worker - Practice and Health Practitioners</p> <p>Advanced Health Workers - Practice and Health Practitioners possess a well developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:</p> <p>(a) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;</p> <p>(b) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;</p> <p>(c) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;</p> <p>(d) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary HealthCare Practice;</p> <p>(e) interpersonal communication skills including client and community liaison, negotiation and networking;</p> <p>(f) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and</p>
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Classification Descriptors – Health Worker

		<p>(g) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.</p> <p>A.2.11 Range of activities: Advanced Health Worker - Practice and Health Practitioners</p> <p>Advanced Health Workers - Practice and Health Practitioners will undertake some or all or the following tasks:</p> <p>(a) advocate for the rights and needs of community members;</p> <p>(b) develop and monitor a case plan;</p> <p>(c) within a delegated model of care, undertake clinical care duties that may include but are not limited to:</p> <ul style="list-style-type: none">● dressings;● suturing;● taking blood;● evacuation (medical emergencies);● accident, medical care and first aid;● subject to law, administering medications;● liaison with medical officers about medical advice and treatment;● observations;● participation in doctor clinics;● using patient information management systems;● full assessments of patients as presented; and● supervision of other Health Workers, <p>(d) undertake health program care duties that may include but are not limited to:</p> <ul style="list-style-type: none">● antenatal care;● womens, mens, child and youth health;● older peoples' health care;● nutrition;● substance abuse;● health promotion;● environmental health;● sexual health; and● mental health, <p>(e) undertake some community care duties that may include but are not limited to:</p> <ul style="list-style-type: none">● interpreting services;● first point of contact counselling and referral;● developing and implementing community development programs;● health promotion programs; and● health education program. <p>A.2.12 Scope of the role - An Advanced Health Worker –Care</p> <p>(a) In addition to the above, an Advanced Health Worker - Care is expected to work at an advanced level with minimal supervision.</p> <p>(b) The employee will:</p>
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Classification Descriptors – Health Worker

		<p>(i) perform a range of tasks of a complex nature requiring training and experience at an advanced level;</p> <p>(ii) exercise judgement in deciding how tasks are performed and the quality standard of the work;</p> <p>(iii) manage allocated tasks and work with others to meet deadlines; and</p> <p>(iv) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.</p> <p>A.2.13 Required skills and knowledge - An Advanced Health Worker –Care</p> <p>An Advanced Health Worker - Care will possess a well-developed knowledge and skills base. This will include:</p> <p>(a) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;</p> <p>(b) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary HealthCare (or equivalent);</p> <p>(c) interpersonal communication skills including client and community liaison, negotiation and networking;</p> <p>(d) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and</p> <p>(e) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.</p> <p>A.2.14 Range of Activities - An Advanced Health Worker –Care</p> <p>An Advanced Health Worker - Care will undertake some or all of the following tasks:</p> <p>(a) advocate for the rights and needs of community members;</p> <p>(b) provide outreach services;</p> <p>(c) monitor a case plan; and</p> <p>(d) undertake community care duties that may include but are not limited to:</p> <ul style="list-style-type: none">●assist with initial diagnosis and needs analysis;●assist with pre-admission clinics;●assist with discharge planning;●interpreting services;●first point of contact counselling and referral;●developing and implementing community development programs;●health promotion programs; and●health education programs.
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Classification Descriptors – Health Worker

Current Enterprise Agreement Content Descriptor	New Enterprise Agreement Content Descriptor	Aboriginal Community Controlled Health Services Award 2010
<p>A 3.5 Aboriginal and Torres Strait Island Health Practitioner HW 5</p> <p>Employees at this grade must be registered by the Aboriginal and Torres Strait Islander Health Practice Board, and undertaking clinical practice, Clinical practice means direct clinical care of patients, using the current knowledge, skills and attitudes of the profession, whether remunerated or not, and regardless of job title.</p> <p>Employees at this grade may be known as Aboriginal health practitioner, Aboriginal and Torres Strait Islander health practitioner, or Torres Strait Island health practitioner and will apply a high level of professional judgment and knowledge when performing a wide range of novel, complex, and critical tasks, specific to their scope of work and registration, and is:</p> <ul style="list-style-type: none"> • appointed as such by a selection process to an established registered health practitioner position, • Delivering direct and comprehensive individual case management and clinical care to individual patients and/or to a specific cohort, or population of patients or clients in a particular area of professional practice within the multidisciplinary team and practice settings including clinic, home, community settings • Demonstrates a systematic approach and a sound understanding of the organisation’s model of care, and is able to integrate both into clinical practice • Exercises professional clinical judgement in providing clinical services • Provides general clinical advice relative to their discipline within the multidisciplinary team regarding service delivery, equipment, technology, and the prioritisation and development of clinical services to improve health outcomes; and • Acts as a role model in the provision of holistic care to patients or clients in the practice setting; and • Ensures that service initiatives are integrated into clinic setting / team practice, organisational work unit guidelines and organisational policies • Provide supervision, mentoring and support to non-registered Health Workers and supervision of discipline specific students • Provides leadership and role modelling, contributes to action research projects, and participates in quality assurance programs and policy development within the practice setting • Actively contributes to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes; • Establishes and maintains external relationships and partnerships • Identifies community health issues, and contributes to the development of health plans to address identified issues • Participates in policy development and implementation; • May be required to operate in a 2IC capacity to the Local Service Coordinator <p>It is desirable that staff at this grade should have Aboriginal knowledge and cultural skills—level 2.</p>	<p>Aboriginal and Torres Strait Islander Health Practitioner HW 5</p> <p>(a) An Employee at this grade has more than 4 years of experience as a Health Worker, and holds a Certificate IV or Diploma in Aboriginal and Torres Strait Islander Primary Health Care Practice, and is registered as an Aboriginal and Torres Strait Islander Health Practitioner with the Australian Health Practitioners Regulation Agency (AHPRA).</p> <p>(b) An Employee at this grade has specialist knowledge of Aboriginal and Torres Strait Islander health issues and is responsible for the quality standards of care provided.</p> <p>(c) A position at this grade works under broad direction and minimal supervision to deliver primary health care services aligned with the model of care. It undertakes a wide range of novel, complex and critical tasks and will apply a high level of professional judgement, specialist knowledge and skills.</p> <p>(d) A position at this grade takes a senior role in facilitating the delivery of culturally appropriate primary health care services, including providing guidance and advice on cultural appropriateness to other members of the multidisciplinary team and enabling engagement with clients and their families. It also ensures that cultural and service initiatives are integrated into practice settings and processes.</p> <p>(e) A position at this grade will undertake specialised health practitioner primary health care services, education, health promotion, administrative and liaison duties as part of a multidisciplinary team, specific to the position’s scope of practice. An Employee appointed to the position will be required to apply specialist knowledge and skills obtained through significant training and experience.</p> <p>(f) A position at this grade will deliver direct and comprehensive individual case management and clinical care and advice to clients and/or to a specific cohort, or population of patients or clients.</p> <p>(g) In addition to the duties undertaken at Senior Health Worker 4, a position at this grade may:</p> <ul style="list-style-type: none"> • act as a role model in the provision of holistic health care to clients, • Provides general clinical advice relative to his/her discipline, • provide direct or indirect support to a team of Health Workers, and • develop, monitor and evaluate specialist program plans within their area of training and experience. <p>(h) It is desirable that an Employee at this grade has Level 3 Aboriginal and/or Torres Strait Islander knowledge and cultural skills.</p>	<p>A.2.15 Senior Health Worker, Senior Health Practitioner, Coordinator Care –Grade 5</p> <p>The following roles are classified at Grade 5:</p> <p>(a) Senior Health Worker holds a Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent. The employee may be responsible for a small team of Aboriginal and/or Torres Strait Islander Health Workers at this level, and will be required to hold expert knowledge of Aboriginal health issues, as well as assisting with the planning and supervision of other workers’ duties.</p> <p>(b) Senior Aboriginal and/or Torres Strait Islander Health Practitioner (Senior Health Practitioner). A Senior Health Practitioner will hold:</p> <ul style="list-style-type: none"> (i) a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice or other qualifications or experience deemed equivalent to be classified at this grade; and (ii) current registration with the Australian Health Practitioner Regulation Agency (AHPRA) –Aboriginal and Torres Strait Islander Health Practice Board. (iii) A Senior Health Practitioner required by State or Territory legislation to maintain registration as a condition of their employment who holds either a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent will be classified as no less than a Grade 5 Level 2. <p>(c) Aboriginal and/or Torres Strait Islander Health Worker Coordinator (Health WorkerReco Coordinator)</p> <p>A Health Worker Coordinator holds either a Diploma or Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care or other qualifications or experience deemed equivalent to be classified at this grade.</p> <p>A.2.16 Scope of the role: Senior Health Workers</p> <p>The employee will:</p> <p>(a) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;</p> <p>(b) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;</p> <p>(c) exercise judgement in deciding how tasks are performed and the quality standard of the work;</p> <p>(d) manage allocated tasks and work with others to meet deadlines; and</p> <p>(e) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.</p>

Classification Descriptors – Health Worker

		<p>A.2.17 Required skills and knowledge: Senior Health Workers</p> <p>(a) Senior Health Workers possess a well-developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:</p> <ul style="list-style-type: none">(i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;(ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;(iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;(iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary HealthCare;(v) interpersonal communication skills including client and community liaison, negotiation and networking;(vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude;(vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication; and(viii) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3. <p>A.2.18 Range of activities: Senior Health Workers</p> <p>(a) A Senior Health Worker will undertake some or all or the following tasks:</p> <ul style="list-style-type: none">(i) advocate for the rights and needs of community members;(ii) develop and monitor a case plan;(iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:<ul style="list-style-type: none">● liaison with medical officers about medical advice;● observations;● participation in doctor clinics;● using patient information management systems; and● supervision of other Health Workers,(iv) undertake health program care duties that may include but are not limited to:<ul style="list-style-type: none">● antenatal care;● women's, men's, child and youth health;● older peoples' health care;● nutrition;● substance abuse;● health promotion;
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Classification Descriptors – Health Worker

		<ul style="list-style-type: none">●environmental health;●sexual health; and●mental health. <p>(v) undertake community care duties that may include but are not limited to:</p> <ul style="list-style-type: none">●interpreting services;●first point of contact counselling and referral;●developing and implementing community development programs; <p>and</p> <ul style="list-style-type: none">●health promotion programs and health education programs. <p>A.2.19 Scope of the role: Senior Health Practitioner</p> <p>A Senior Health Practitioner works at a senior level and is responsible for the implementation, coordination management and evaluation of health programs and service delivery in one or more specialised programs or sub-programs.</p> <p>A Senior Health Practitioner is expected to work at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.</p> <p>A.2.20 Required skills and knowledge: Senior Health Practitioner</p> <p>(a) A Senior Health Practitioner will have:</p> <ul style="list-style-type: none">(i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;(ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and/or Torres Strait Islander peoples;(iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;(iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisation;(v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;(vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;(vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;(viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
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Classification Descriptors – Health Worker

		<p>(ix) demonstrated ability to develop and maintain current knowledge in their program area; and</p> <p>(x) Aboriginal and/or Torres Strait Islander knowledge and cultural skills –level 3.</p> <p>A.2.21 Range of Activities: Senior Health Practitioner</p> <p>A Senior Health Practitioner will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:</p> <p>(a) undertake program management duties including:</p> <ul style="list-style-type: none">●developing operational program plans;●identifying performance indicators for health programs;●monitoring health programs;●establishing evaluation process for health programs;●managing resources for the delivery of a health care program;●producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and●implementing quality control, <p>(b) within a delegated model of care, undertake clinical care duties which may include:</p> <ul style="list-style-type: none">●taking blood;●child and adult health checks;●immunisations;●supervision of other Aboriginal and/or Torres Strait Islander Health Workers●and Aboriginal and/or Torres Strait Islander Health Practitioners; and●safety measures and procedures, <p>(c) undertake community care duties that may include:</p> <ul style="list-style-type: none">●networking with other agencies and create partnerships;●developing at a policy level and implementing community development strategies;●implementing health promotion strategies;●representing their health service on national, state and regional level activities; and●providing mechanisms for community to advocate for the rights and needs of community members and program needs. <p>A.2.22 Scope of the role: Health Worker Coordinator</p> <p>A Health Worker Coordinator is expected to manage and coordinate at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.</p> <p>A.2.23 Required skills and knowledge: Health Worker Coordinator</p> <p>A Health Worker Coordinator will have:</p> <p>(a) demonstrated knowledge of Aboriginal and/or Torres Strait Islander culture sand their health needs, and the ability to develop strategies to address key outcome areas;</p>
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Classification Descriptors – Health Worker

		<p>(b) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and Torres Strait Islander peoples;</p> <p>(c) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;</p> <p>(d) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisations;</p> <p>(e) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;</p> <p>(f) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;</p> <p>(g) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;</p> <p>(h) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;</p> <p>(i) demonstrated ability to develop and maintain current knowledge in their program area;and</p> <p>(j) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.</p> <p>A.2.24 Range of activities:Health Worker Coordinator</p> <p>A Health Worker Coordinator will undertake some or all or the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:</p> <p>(a) undertake program management duties including:</p> <ul style="list-style-type: none">●developing operational program plans;●identifying performance indicators for health programs;●monitoring health programs;●establishing evaluation processes for health programs;●managing resources for the delivery of a health care program;●producing community profile report and health needs analyses,and establishing mechanisms for stakeholder feedback;●implementing quality control;,●child and adult health checks;●supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioner;and●safety measures and procedures, <p>(b) undertake community care duties that may include:</p> <ul style="list-style-type: none">●networking with other agencies and create partnerships;●developing at a policy level and implementing community development strategies;●implementing health promotion strategies;●representing their health service on national,state and regional level activities;and●providing mechanisms for community to advocate for the rights and needs of community members and program needs.
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Classification Descriptors – Health Worker

Current Enterprise Agreement Content Descriptor	New Enterprise Agreement Content Descriptor	Aboriginal Community Controlled Health Services Award 2010
<p>A 3.6 Advanced Aboriginal and Torres Strait Island Health Practitioner HW6</p> <p>A health practitioner at this level would be an experienced and be able to independently apply professional clinical knowledge and judgement when performing novel, complex, or critical tasks specific to their discipline and clinical practice, and generally have up to five years post-registration experience. At this grade, health practitioners will have additional responsibilities to HW 5. They will have demonstrated a commitment to professional development and have contributed to workplace education through provision of seminars, lectures or in-services.</p> <p>A health practitioner at this grade would be experienced and be able to independently apply professional knowledge and judgment when performing novel, complex, or critical tasks specific to their discipline. At this grade health professionals will have additional responsibilities to HP3, with a minimum of three years post-qualification experience. They have demonstrated a commitment to continuing professional development and have contributed to workplace education through provision of seminars, lectures or in-services.</p> <p>An employee at this grade would be:</p> <ul style="list-style-type: none"> Appointed as such by a selection process to an Advanced Health Aboriginal Health Practitioner or by reclassification from a lower grade when the Employee is required to perform the duties detailed in this subclause on a continuing basis Ensuring that service initiatives are integrated and reflected in clinical practice Provides clinical practice supervision / mentorship/ support, direction, orientation and education to others within the multidisciplinary team setting e.g to HW1, HW2, HW3, HW4, HW5 and others within multidisciplinary / clinic setting A majority of tasks are performed at a high level of independence <p>An Employee at this grade:</p> <ul style="list-style-type: none"> may be responsible to an operational service manager for providing effective coordination of a small health worker/practitioner group / team / function without direct budget accountability; works in an area that requires high levels of specialist knowledge and skill as recognised by the Employer; demonstrates a systematic approach and a sound understanding of the organisation's model of care, and is able to integrate both into clinical practice is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes; Exercises independent professional clinical judgement in providing clinical services of a complex nature where principle, procedures, techniques or methods require expansion, adaptation or modification without the need for direct regular clinical practice supervision 	<p>Senior Aboriginal and Torres Strait Islander Health Practitioner HW 6</p> <p>(a) An Employee at this grade has more than 5 years of experience as a Health Worker, and holds a Diploma or Advanced Diploma in Aboriginal and Torres Strait Islander Primary Health Care Practice, and is registered as an Aboriginal and Torres Strait Islander Health Practitioner with the Australian Health Practitioners Regulation Agency (AHPRA).</p> <p>(b) An Employee at this grade has expert knowledge of Aboriginal and Torres Strait Islander health issues and is responsible for the quality standards of care provided.</p> <p>(c) A position at this grade exercises independent professional clinical judgement in providing clinical services of a complex nature where principle, procedures, techniques or methods requires the application of expert judgement, decision making, knowledge and skills without the need for direct regular clinical practice supervision.</p> <p>(d) A position at this grade takes a lead role in facilitating the delivery of culturally appropriate primary health care services, including providing guidance and advice on cultural appropriateness to other members of the multidisciplinary team and enabling engagement with clients and their families. It also ensures that cultural and service initiatives are integrated into practice settings and processes.</p> <p>(e) A position at this grade will undertake specialised health practitioner primary health care services, education, health promotion, administrative and liaison duties as part of a multidisciplinary team, specific to the position's scope of practice. An Employee appointed to the position will be required to apply expert knowledge and skills obtained through significant training and experience and/or formal vocational development in the performance of such duties.</p> <p>(f) A position at this grade is responsible for duties which require the application of wide-ranging knowledge of the model of care and related programs, activities and policies to support the achievement of strategic objectives and quantifiable and measurable improvements in health outcomes. In addition, it will ensure that service initiatives are integrated into practice settings and policies.</p> <p>(g) A position at this grade will deliver direct and comprehensive individual case management and clinical care and advice to clients and/or to a specific cohort, or population of patients or clients.</p> <p>(h) A position at this grade is responsible for identifying and reporting community health issues and contributing to the development of health plans and initiatives to address those issues.</p> <p>(i) A position at this grade may be responsible to an operational service manager for providing effective planning and coordination of a small health worker/practitioner team without direct budget accountability.</p>	

Classification Descriptors – Health Worker

<ul style="list-style-type: none"> • may be accountable for allocation and/or expenditure of resources and ensuring targets are met and is responsible for ensuring optimal budget outcomes for their clients and communities; • may provide general clinical advice to relative to their discipline within the professional and operational supervisors and relevant service managers regarding service delivery, equipment, technology, and the prioritisation and development of clinical services to improve health outcomes; and • may responsible for providing support for the efficient, cost effective and timely delivery of services. • effectively contributes to Continuous Quality Improvement within a clinical setting <p>Duties of a HW6 will substantially include, but are not confined to:</p> <ul style="list-style-type: none"> • being responsible to an operational manager for providing professional leadership to a small health worker team within the organisation with responsibility for staff coordination, development and education, and participation in staff recruitment and appraisal activities. • delivering direct and comprehensive individual case management to a specific cohort, or population of patients or clients in a particular area of professional practice across multiple multidisciplinary teams and practice settings including clinic, home, community settings • being responsible for planning and coordinating services relative to their discipline across multidisciplinary teams relating to a particular group of clients or patients, as delegated by the Service Manager, Clinical / Team Leader or local community line manager; • acting as a role model in the provision of holistic care to patients or clients in the practice setting; and • Assisting in the management of action research projects, and participating in quality assurance programs and policy development within the practice setting. • Contributing to research and audit, the evaluation and analysis of guidelines, policies and procedures applicable to their clinical/professional work and may be required to contribute to the supervision of discipline specific students <p>It is desirable that staff at this grade should have Aboriginal knowledge and cultural skills—level 2.</p>	<ul style="list-style-type: none"> (j) An Employee at this grade is actively contributing to the development of professional knowledge and skills in his/her field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes. (k) In addition to the duties undertaken at Health Practitioner HW5, a position at this grade may: <ul style="list-style-type: none"> • act as a role model in the provision of holistic health care to clients, • provide direct or indirect clinical practice supervision, mentorship, support, direction, education and leadership to a team of Health Workers, Health Practitioners and others in the multidisciplinary team, • provide general clinical advice relative to his/her discipline within the multidisciplinary team regarding service delivery, equipment, technology, and the prioritisation and development of clinical services to improve health outcomes, develop, monitor and evaluate operational program plans, • assist in the administration of action research projects, and • contribute to research and audit, the evaluation of analysis of guidelines, policies and procedures applicable to his/her clinical/professional work. (l) It is desirable that an Employee at this grade has Level 3 Aboriginal and/or Torres Strait Islander knowledge and cultural skills. 	
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Classification Descriptors – Health Worker

Current Enterprise Agreement Content Descriptor	New Enterprise Agreement Content Descriptor	Aboriginal Community Controlled Health Services Award 2010
<p>A 3.7 Team Leader HW 7 Employees at this grade must be registered by the Aboriginal and Torres Strait Islander Health Practice Board, and undertaking clinical practice, Clinical practice means direct clinical care of patients, using the current knowledge, skills and attitudes of the profession, whether remunerated or not, and regardless of job title.</p> <p>An Employee at this grade applies a high level of professional judgment and knowledge when performing a wide range of novel, complex, and critical tasks, specific to their discipline, and is:</p> <ul style="list-style-type: none"> • appointed as such by a selection process to an established Team Leader position, or by reclassification from a lower grade when that the Employee is required to perform the duties detailed in this subclause on a continuing basis. • Provide clinical/professional leadership within the professional and/or multidisciplinary team • Ensures that service initiatives are integrated into clinical practice, organisational work unit guidelines and organisational policies • A majority of tasks are performed at a high level of independence • Employees at this grade may also be known as a Team Leader of a particular health worker / health practitioner group / team / function, <p>An Employee at this grade:</p> <ul style="list-style-type: none"> • demonstrates a systematic approach and a sound understanding of the organisation’s model of care, and is able to integrate both into clinical practice • has a proven record of achievement at a senior level • has the capacity to allocate resources, set priorities and ensure budgets are met within a large and complex organisational unit; • may be responsible to the operational service manager for providing effective services, line management of a team, and ensuring budget/strategic targets are met; • provides professional leadership and role modelling, particularly in the areas of action research, evaluation of programs/services and quality assurance programs; • is expected to develop/implement and deliver strategic business plans which increase the level of care to customers within a budget framework. • Works in an area that requires high levels of specialist knowledge and skill as recognized by the Employer; • Is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes; • Line management, staff recruitment, education, development and appraisal; with budget accountability and responsibility for for allocation and/or expenditure of resources and ensuring targets are met and is responsible for ensuring optimal budget outcomes for their customers and communities; • identifies and contributes to funding opportunities (ie development of grant submissions) • Contributing to and/or leading policy development and implementation; • acting as a consultant on request in the Employee’s own area of 	<p>N/A</p>	

Classification Descriptors – Health Worker

<p>proficiency; for the purpose of facilitating the provision of quality professional care;</p> <ul style="list-style-type: none">• contributes to research and audit, the evaluation and analysis of guidelines, and policies and procedures applicable to their clinical/professional work• develops and maintains external partnerships• demonstrates a commitment to Continuous Improvement within a clinical setting <p>It is desirable that staff at this grade should have Aboriginal knowledge and cultural skills—level 2.</p>		
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