

## Employee Position Description

Position Details		
<b>Position Title:</b> Chronic Disease Health Coach	<b>Department:</b> Adult Allied Health	<b>Agreement:</b> Victorian Stand- Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 or Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
<b>Reports To:</b> Manager Podiatry, DNE, dietetics and Chronic Conditions	<b>Location:</b> Primary sites: Doncaster and Hawthorn. Ability to work from all sites.	
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Permanent Part time 0.6 FTE	<b>Classification:</b> Allied Health Assistant Grade 3 (Year as per EBA) or Enrolled Nurse Level 2
Position Primary Purpose		
<p>The Chronic Disease Health Coach, under the guidance and delegation of Wellbeing Care Co-ordinators aims to enable clients enrolled in Diabetes Connect and Chronic Disease programs to implement their individual care plan to improve their health and wellbeing.</p> <p>The overall aim of these programs is for clients to experience an improved quality of life and reduce avoidable hospital admissions through access to timely clinical and social services, including a focus on social prescribing, health coaching and monitoring to improve clients self-management and active participation in their health care.</p> <p>Underpinned by behaviour change methodology, the Health Coach is responsible for delivering health coaching that supports evidence based best practice healthcare guided by agreed goals between the client and their health professional team. Health coaching may be delivered during home visits, telehealth or face to face consultations and may include engagement with clients, carers, and family and support workers.</p> <p>The Health Coach will have clinical support and be expected to follow local protocols to escalate concerns to the Wellbeing Care Coordinators to develop and implement an appropriate response. They will also support Wellbeing Care Coordinators to coordinate referrals and support clients to access internal and external services and programs as relevant.</p> <p>The role requires a willingness to work across Access Health and Community sites, including in an outreach capacity and a commitment to improving the way health services are delivered and co-ordinated for clients.</p>		

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Version No: 1	Last Updated: 10/04/2024	Author:	Approved By:	Page 1 of 4
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Decision Making Authority	Key Relationships
<b>Decisions made independent of Chronic Disease Team leader and Wellbeing Care Coordinators</b> <ul style="list-style-type: none"> <li>Scheduling agreed health coaching sessions</li> </ul>	<b>Internal</b> <ul style="list-style-type: none"> <li>Manager Podiatry, Dietetics and Diabetes Nurse Education</li> <li>Team Leader, Chronic Disease</li> <li>Manager Community Access and Outreach</li> <li>Senior Manger Allied Health</li> <li>Service Connection and Customer Service teams</li> <li>Allied Health and Nursing, Mental Health, General Practice and Community Service colleagues</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>Diabetes Connect and Chronic Disease Program Community Partners</li> <li>Referring medical practitioners or hospital services</li> <li>External service and program providers</li> </ul>

Key Accountabilities	
Focus Areas	Responsibilities
<b>Provision of Health Coaching</b>	<ul style="list-style-type: none"> <li>Support clients to action their agreed care plans</li> <li>Guide clients to build on their knowledge, skills and confidence to support self-management of their health conditions</li> <li>Work with Wellbeing Care Coordinators to coordinate referrals to health and community services, including social prescribing, and clients to access services</li> <li>Regularly review current health status and progress toward goals with clients, and escalate clinical concerns based on local protocols</li> <li>Collaborate with clients and relevant health professionals as part of a multidisciplinary model of care</li> <li>Liaise with internal and external service and program providers relevant to client referrals and care</li> <li>Maintain privacy, confidentiality and compliance with electronic health record documentation and administrative requirements of funding streams, and relevant Access Health &amp; Community policies and procedures</li> <li>Meet key performance indicators as mutually agreed with manager and in line with AccessHC strategic plan</li> <li>Manage own delegated workload to deliver and drive results</li> </ul>
<b>Professional Development and Supervision</b>	<ul style="list-style-type: none"> <li>Demonstrate commitment to continuous professional development (CPD) relevant to work at Access HC</li> <li>Proactively identify personal education needs, reference best practice guidelines and seek supervisor guidance to inform evidence-based care</li> <li>Participate in peer supervision, meetings and case presentations</li> </ul>

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Version No: 1	Last Updated: 10/04/2024	Author:	Approved By:	Page 2 of 4
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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>Participate in annual performance planning and review.</li> </ul>
<b>Contribution to Allied Health &amp; Nursing Team</b>	<ul style="list-style-type: none"> <li>Support the team and service to embed practices and processes that drive productive and efficient teamwork</li> <li>Contribute to improvement by identifying strengths and weaknesses of current processes</li> <li>Actively participate in quality improvement activities within the Diabetes Connect and Chronic Disease Pathways Programs</li> <li>Contribute to case conference and health coaching discussions to enhance client self-management as part of multi-disciplinary care</li> </ul>
<b>Health Promotion</b>	<ul style="list-style-type: none"> <li>Contribute to the provision of health promotion and prevention strategies to individual clients and their families.</li> <li>Identify and target services to those most at risk.</li> </ul>
<b>Models of Care</b>	<ul style="list-style-type: none"> <li>Understand and work within an Active Service Model and a Biopsychosocial model of health.</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Respect, Innovation</b> and <b>Quality</b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times.</li> <li>Take reasonable care for personal health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

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Version No: 1	Last Updated: 10/04/2024	Author:	Approved By:	Page 3 of 4
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Selection Criteria	
<p><b>Mandatory Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• National Police Check / International Police Check</li> <li>• NDIS Worker Screening Check</li> <li>• Working With Children Check</li> <li>• Certificate IV Allied Health Assistant or Enrolled Nurse</li> <li>• Driver's Licence</li> <li>• Current First Aid and CPR certification</li> <li>• Certificate IV Allied Health assistant or Enrolled Nurse</li> </ul> <p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Minimum 3 years' experience in a client-facing Allied Health Assistant or Enrolled Nurse role in a health care setting</li> <li>• Demonstrated ability to work collaboratively in a multi-disciplinary service and team environment</li> <li>• Effective time management and task prioritisation skills</li> <li>• Proven ability to relate to people from a diverse range of social, cultural and ethnic backgrounds</li> <li>• Proficiency in Microsoft Office and aptitude for learning and using relevant software such as TrakCare and Microsoft Teams</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• Willingness to develop and apply health coaching or motivational interviewing techniques</li> <li>• Interest in incorporating social prescription into client care and an understand the importance of social connection for wellbeing</li> <li>• Willingness to learn about the contemporary health landscape and funding models relevant to community health setting and chronic disease</li> <li>• Strong interpersonal, written and verbal communication skills</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded. As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a NDIS Check, Working With Children Check, Police Check and potentially an International Check.</p>	
<p><b>Authorisations</b></p>	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>

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