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## Position Description

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<b>Title:</b>	Practice Support Officer
<b>Unit:</b>	Health Evidence Team, Public Health and Research Unit
<b>Reports To:</b>	Director, Public Health and Research Unit
<b>Time Fraction:</b>	0.8-1.0 EFT
<b>Employment Status:</b>	Twelve months (maximum term with possibility of extension)
<b>Salary:</b>	up to \$75,000 (pro rata if part-time)
<b>Location:</b>	17-23 Sackville Street, Collingwood 3066

### Organisational Overview

VACCHO is Victoria's peak representative Aboriginal health body and champions community control and health equality for Aboriginal communities. We are a centre of expertise, policy advice, training, innovation and leadership in Aboriginal health. VACCHO advocates for the health equality and optimum health of all Aboriginal people in Victoria.

VACCHO was established in 1996 and represents 27 Members. VACCHO is accountable to the Aboriginal community through our Membership. The majority of ACCHOs are multi-functional services with health as a key component of their role, although some solely specialise in health service delivery. By joining together under VACCHO's umbrella, ACCHOs gain strength, share knowledge and speak with a united voice.

VACCHO builds upon the capacity of Members and advocates on their behalf to ensure the sustainability of Aboriginal community controlled health services. Membership capacity is built through strengthening support networks and partnerships, increasing professional development opportunities and developing leadership capability and good governance. Advocacy is carried out at state and national levels within the public, private and community sectors, on all issues relating to Aboriginal health, with the aim of improving services to Aboriginal people and achieving health equality.

VACCHO is governed by a Board of Directors elected from the Membership to represent ACCHOs across Victoria.

### VACCHO Strategic Goals

- Aboriginal Cultural Qualities
- Quality Workforce
- Quality Services
- Quality Infrastructure
- Quality policy development and advocacy
- Quality Partnership & Networks

## Public Health and Research Unit

PHRU comprises two teams:

- 1) Health Evidence Team
- 2) Health Management Team

The purpose of the VACCHO PHRU is to:

- Lead the way in public health and research through increased use of evidence based planning and practice;
- Empower VACCHO members with culturally relevant resources and information to improve health outcomes for local Communities;
- Embed public health principles and approaches across VACCHO, as an authority on Aboriginal Health;
- Ensure we sustain the Public Health and Research Unit profile and capacity; and
- Support culturally appropriate Aboriginal Community driven priorities.

The goals of the VACCHO PHRU are:

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| Goal 1. | Use evidence base for planning and action;   |
| Goal 2. | Support members and VACCHO by translating and disseminating evidence;                                    |
| Goal 3. | Contribute to the evidence base through research and evaluation;   |
| Goal 4. | Advocate for research and public health programs to fill the gaps;                                       |
| Goal 5. | Build capacity of VACCHO, VACCHO members, government and mainstream around Aboriginal public health; and |
| Goal 6. | Quality management of PHRU.  |

## Role Overview

This role provides VACCHO Members with practice support and uses health data to help improve systems, drive continuous quality improvement, and improve health planning and evaluation.

This role sits within the Health Evidence Team of the PHRU.

## Key Responsibilities

1. Plan, deliver and monitor practice support and quality improvement programs, projects and activities for ACCHO medical practice staff
2. Provide practice support to ACCHOs, which may include:
  - a. Effective use of clinical systems and population health software (e.g. Medical Director, Best Practice, Communicare, Pen CAT Plus, Topbar, and PAT CAT)
  - b. Supporting the adoption of best practice models to improve quality of patient care
  - c. Effective use of recalls and reminders as well as processes that support improved Medicare Benefit Schedule item claims
  - d. Ad hoc requests.
3. Provide support to ACCHO medical practices to deliver quality primary care by facilitating access to training and education opportunities, supporting communities of practice.
4. Advocate on issues affecting Victorian ACCHOs and build relationships with national and statewide stakeholders.
5. Perform administrative duties relevant to the position and the team's work, including management of the client relationship database, Member and stakeholder communications, software portal duties, etc.
6. Undertake other duties which are appropriate to the level of the position, as directed by the PHRU leadership team to meet Unit objectives.

## **Key Standards Required Within VACCHO**

### **OHS**

VACCHO requires all employees to comply with the *Victorian Occupational Health and Safety Act 2004* and all the rules, regulations and relevant Codes of Practice. VACCHO is a Smoke Free Workplace.

### **Equal Employment Opportunity**

VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait Islander people to apply. Selection will be based on assessing an employee's future capabilities alongside the skills, knowledge, past performance and other personal qualities relevant to the initial work assignment.

### **Quality**

VACCHO has adopted the ISO 9001 quality improvement standard as its accreditation benchmark and is committed to maintaining ISO 9001 accreditation as its benchmark for quality systems.

All Employees are required to participate in the continuous improvement at VACCHO and are required to understand and perform their responsibilities in relation to quality in their daily work and to ensure compliance with statutory and quality related requirements.

### **Statement of Principles, Values and Ethics**

All employees are expected to adhere to VACCHO's core values and principles:

- Empowerment
- Respect
- Confidentiality
- Teamwork/collaboration
- Integrity
- Commitment
- Compassion
- Optimism

### **Other Employment Related Information**

- A National Police Records Check is required as a condition of employment.
- A Victorian Drivers Licence is essential as travel is required.

### **Key Selection Criteria**

#### **Essential**

- Ability to work with Aboriginal organisations, communities and individuals in culturally appropriate ways.
- Relevant tertiary qualifications and/or more than 2 years' experience in a similar role working in primary health.
- Strong computer skills, including general medical practice software (e.g. Medical Director, Best Practice, Communicare) and Microsoft Office (Word, Excel, PowerPoint).
- Demonstrated experience building and maintaining relationships with internal and external stakeholders.
- Excellent communication skills (including interpersonal, verbal and written) and the ability to work effectively with a wide range of people at all levels.
- Ability to identify and analyse problems, establish appropriate solutions and recommendations.

- Strong project management, organisational and planning skills, with an ability to self-motivate and work independently.
- A flexible, team-based approach to meet changing circumstances, competing demands, interruptions and deadlines.

