

Murweh Shire Council

VACANT POSITION

Community Service Coordinator

The purpose of the Health Service Coordinator role is to provide high level project support and undertake activities across Murweh Shire to support the service coordination and delivery of the South West Primary Care Pilot. This requires you to liaise with and build productive relationships with stakeholders across the primary care and community sector, including Hospital and Health Service, Aboriginal Community Controlled Organisations, Royal Flying Doctor Service, General Practices, Shire Councils and other health and community service providers.

Essential:

- Whilst not mandatory, a relevant qualification would be well regarded, for example project management.
- Health system experience is highly desirable, along with experience or knowledge of stakeholder groups such as but not limited to consumers, primary and community care and First Nations engagement.
- Ability to plan and prioritise own work to meet deadlines and achieve work outcomes.
- Ability to communicate effectively with customers, colleagues, and other stakeholders, both verbally and written from a wide variety of cultures, nationalities, social diversity and demographics.
- current 'C' Class Driver's licence

What We Offer:


- 9 Day Fortnight, 5 weeks annual leave
- Uniforms supplied.
- Above award wage
- Training and professional development
- Great work/life balance

To apply for this role:

- Review the Position Description available at www.murweh.qld.gov.au/council/employment
- Provide a covering letter detailing how you meet the Selection Criteria and/or the requirements of the position as per the Position Description.
- Email your response, Position Application form and Resume to recruitment@murweh.qld.gov.au
- For further information relating to this role contact Richard Ranson on 07 4656 8355.

Applications close: **Midnight Sunday 21 April 2024**



Position Details	
Position Title:	Community Service Coordinator
Department:	Community & Health Services
Location:	Murweh Shire
Employment Type	Full-time - Pilot programme 12 months
Certified Agreement and Level:	Queensland Local Government Industry Award (Stream A) 2017 <i>Murweh Shire Council Certified Agreement 2022</i>
Level:	5
Reporting to:	Director Community & Health Services or as directed
Supervisors:	Nil
The Murweh Shire	
<p>Located in southwest Queensland, the Murweh Shire covers an area of 43,905km² with over 5000 people residing across the Shire primarily in the towns of Charleville, Augathella, Morven and Cooladdi. Our employees work across all towns in our Shire and our main administration office is located in Charleville. The town acts as a major commercial and tourism hub for the Shire forming part of a thriving region, with excellent schools, shopping and facilities that support the main industries of grazing, agriculture and tourism.</p> <p>Our Mission: <i>To promote a vibrant, inclusive, local government area through sustainable, responsive leadership.</i></p> <p>Our Values: <i>Underpinning our employee culture and behaviours:</i></p> <div> <p>Compassion We have compassion for all</p> <p>Vision We look forward to set the path</p> <p>Trust We are trusted</p> <p>Pride We take pride in what we do and the way we do it</p> <p>Integrity We have transparency about the decisions we make</p> <p>= SUSTAINABILITY</p> </div>	
	



Corporate Expectations

General

- Performance will be reviewed annually against the responsibilities, accountabilities and behaviours defined in this role description, together with a performance plan developed by the relevant supervisor.
- Murweh Shire Council values its employees and views their health as a key element of the organisation's success. The Council's Workplace Health and Wellbeing Programs aims to improve the health and wellbeing of employees, increase productivity and enhance workplace culture.
- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level.
- Actively promote the values of Council to staff and seek out ways for recognition where these have been positively applied.
- Actively promote a culture of Diversity in all aspects of the position and with stakeholders (including customers, staff, suppliers, contractors and communities).
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.

Administration

- Ensure general administration and records management requirements are being met.
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner.
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required.
- Ensure that requests are acted on and reported upon in accordance with Council Policy
- Keep supervisor appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public.
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced.

Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities, changing workforce capabilities through multiskilling, succession planning, knowledge management, and changing technologies and operational procedures by expanding your knowledge of future trends and required competencies.
- Willingness and ability to set the example and live our values.
- Willingness and ability to advocate a positive and constructive organisational culture.
- Willingness to accept responsibility for own actions and decisions, and to be held accountable for such.

Corporate Responsibilities

All employees are bound by the *Queensland Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Murweh Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role. Policies are accessible to employees on the Council's website under "Council Policies".



As a representative of Council, demonstrated professionalism and a commitment to a high level of service and continuous improvement in the best interest of Council and the Community are essential.

Workplace Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Murweh Shire Council Work Health and Safety requirements, including but not limited to, our Safety Management System, protocols, COVID-19 Requirements, Policies, Procedures and work instructions. In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).

Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2011*.

Position Overview

The purpose of the Health Service Coordinator role is to provide high level project support and undertake activities across Murweh Shire to support the service coordination and delivery of the South West Primary Care Pilot. This requires you to liaise with and build productive relationships with stakeholders across the primary care and community sector, including Hospital and Health Service, Aboriginal Community Controlled Organisations, Royal Flying Doctor Service, General Practices, Shire Councils and other health and community service providers.

Key Responsibilities

All duties are to be conducted in an efficient, timely, professional and safe manner. The key responsibilities include, but are not limited to:

- Undertake high level project management activities by developing and maintaining appropriate project documentation.
- Forge and foster positive working relationships with internal and external stakeholders ensuring respect and integrity is always maintained.
- Work with stakeholders to identify, collate and understand health and community services and referral processes and develop appropriate resource/s.
- Work with local and visiting service providers (including Hospital and Health Service, Primary Health Centres, Council Shires, visiting health services and community organisations) to assist and establish processes to ensure relevant community directories, resources, calendars etc are maintained and up to date.



- Work with stakeholders to conduct promotion activities to increase the awareness and use of relevant community directories/resources.
- Work with commissioners and service providers to identify service gaps, areas of duplication or schedule clashes and opportunities for improvements in coordination of visiting health services.
- Be a central point of contact for / work closely with Care Collective workforce and other existing service providers/workforce e.g., Nurse Navigators, Aboriginal and Torres Strait Islander Liaison Officers, NDIS Officer, Allied Health Coordinators etc. to support navigation of referral to the right agency, coordination and access to health and community services.
- Charleville:
 - Be a central point of contact to complete patient consent in a timely manner (thereby allowing patient information to be shared across the care team regarding patient's journey between providers)
- Regularly attend team and staff meetings to build effective relationships to communicate Care Collective aims and promote benefits.
- Contribute to building local capacity by sharing experience and knowledge with partners, such as Communities of Practice.
- Communicate effectively and respectfully with all members of the organisation, partners and external stakeholders.
- Build on partnerships and collaboration with stakeholders, in health, community-controlled services, primary care and other sectors. that enhance health service delivery and access.
- Ensure documentation and compliance with project reporting requirements as directed.
- Regular contact with and attendance at Care Collective meetings to participate in ongoing development, evaluation, networking, and CPD.
- Contribute to improving the health and wellbeing outcomes for Aboriginal people and Torres Strait Islander people and communities in alignment with the Our Way – Together: Southwest HHS First Nations Health Equity Strategy 2022-25 and implementation Plan.
- Adhere to Murweh Shire Council policies and procedures.
- Ensure that timesheets are completed correctly and approved by your supervisor.
- Ensure all overtime and TOIL is authorised by your supervisor.
- All work is to be carried out in accordance with the Quality Assurance System.
- Commitment to Work Health and Safety, Council's Code of Conduct and demonstrating appropriate behaviour for a public sector employee.
- Any other duties as directed.

Role fit.

The successful applicant will be an experienced program or project officer with a wide range of skills in providing support to a complex environment. You will work collaboratively in a diverse team environment developing and maintaining effective relationships with multidisciplinary stakeholders.

The essential requirements for this role are:

- Demonstrated knowledge of local public, primary and community health care services and understanding of local health context.



- Demonstrated project management and organisational skills with the ability to define project tasks, set priorities, manage competing priorities, coordinate activities, and monitor and report on outcomes.
- Conceptual, problem-solving and analytical skills, relevant to health setting, including developing innovative and practical solutions and providing advice to assist in addressing complex issues.
- Well-developed oral and written communication and interpersonal skills, including the ability to work as part of a high performing team, communicate confidently to a range of audiences and the ability to consult, liaise, collaborate and negotiate with an extensive range of key stakeholders.
- Highly motivated and a demonstrated flexibility to work, including the ability to work autonomously or as a member of a team with due regard for goals, objectives and priorities, and participate in cross program initiatives to address critical issues as required.

Skills, Experience and Qualifications

Essential:

- current 'C' Class Driver's licence
- Whilst not mandatory, a relevant qualification would be well regarded, for example project management.
- Health system experience is highly desirable, along with experience or knowledge of stakeholder groups such as but not limited to consumers, primary and community care and First Nations engagement.

Eligibility and Other Requirements

To be eligible for this position, the incumbent must be:

- legally entitled to work in Australia, including obtaining and retaining any necessary visas or residency status where applicable;
Note: If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, provided the work complies with the conditions of your visa.
- medically fit and physically capable to meet the health requirements of the position and be prepared, if required, to complete a Medical Assessment in accordance with the "Fitness for Duty Policy";
- prepared, if required, to provide a positive Criminal History Check;
- willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
- prepared to work flexible hours to meet the requirements of the position;
- in agreement with all other terms and conditions specified within the Contract of Employment;
- approved for employment by Human Resources following satisfactory qualification, reference and any other pre-employment checks as required for this position (applicable to new starters only).

Other requirements of this position:

This position may require travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role e.g. to attend training, events, conduct emergency works etc.





Murweh Shire Council

POSITION APPLICATION FORM

PO Box 63 CHARLEVILLE QLD 4470; Phone: 07 4656 8355; Email: recruitment@murweh.qld.gov.au
Website: www.murweh.qld.gov.au

VACANCY DETAILS					
Job Ref ID: VP.		Position Title:			
		Closing Date:			
PERSONAL DETAILS					
Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss		First Name:			
		Last Name:			
		Date of Birth:			
Residential Address:		Postal Address:			
Mobile:		Daytime Contact No:			
		Email:			
Driver's License/Class:					
Tickets/Qualifications:					
White Card: Yes <input type="checkbox"/> No <input type="checkbox"/>					
Are you an Australian Citizen or permanent resident of Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Have you previously worked for Murweh Shire Council? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please include details in your resume/CV					
REFEREE DETAILS (NOT TO BE FAMILY OR FRIENDS) Can you confirm your referees are current and are happy for Us (Council) to contact them? PLEASE MAKE SURE PHONE NUMBERS ARE CURRENT					
Referee 1	Name:		Referee 2	Name:	
	Phone:			Phone:	
	Relationship:			Relationship:	
HOW DID YOU FIND OUT ABOUT THIS POSITION? Please tick					
<input type="checkbox"/> South West Newspaper					
<input type="checkbox"/> Council Website					
<input type="checkbox"/> Council Facebook					
<input type="checkbox"/> Friend/Family Member					
<input type="checkbox"/> Other _____					

DECLARATIONS

The following declarations are NOT a barrier to being considered for employment but will assist us to take due care in assessing appropriate placement should you be the successful applicant.

Health

To the best of your knowledge, do you have any medical conditions that will preclude you from undertaking the duties of the position you have applied for?

☐ No ☐ Yes

If 'Yes' please provide details:

Workers' Compensation Claim

Have you ever made a workers' compensation claim?

☐ No ☐ Yes

If 'Yes' please provide claim details (*eg. Year of injury, company worked for, period of time off work*)

Are any claims still current?

☐ No ☐ Yes ☐ Not applicable

If 'Yes' please provide claim details

Criminal Convictions

Have you ever been convicted of any offence in any court, or are you currently the subject of any charges pending or the subject of an investigation before a tribunal? (*you do not need to give details of any conviction which you have had declared spent under the Spent Convictions Act 1988*)

☐ No ☐ Yes

If 'Yes' please provide details:

Applicant Declaration

I hereby declare that the information contained in this document is true and correct.

Applicant Signature:

Date:/...../.....

CHECKLIST

Please ensure you have completed and included the following prior to submitting your application:

☐ Completed Job Application Form

☐ Listed 2 recent referees

☐ Enclosed a Resume

☐ Enclosed a detailed cover letter outlining how your skills, qualifications and experience meet the key requirements of the position

OFFICE USE ONLY – APPLICATION RECEIPT
