

Position Description

Position Title	Healthy Outback Communities (HOC) Wellbeing Connector - Bedourie
Reports To	HOC Regional Service Integration Navigator
Direct Reports	Not applicable
Team	Workforce and Service Capacity Commissioning
Location	Diamantina Shire
Position Classification	Level 5
Relevant Award & Classification	Clerks Private Sector Award 2020, Level 4
Employment Status & Hours	Casual – approximate average of 30.4 hours per fortnight

Primary Purpose

The HOC Wellbeing Connector plays an integral role in community capacity development and local administration within Healthy Outback Communities (HOC). The primary responsibility involves identifying local community resources and assets for HOC, while maintaining calendars and directories for local and visiting services, supports and events.

*While primarily based in **Bedourie**, this role may require travel to other Healthy Outback Communities (HOC) locations to carry out the same responsibilities.*

Working in close collaboration with the HOC Practitioners, Royal Flying Doctors Service (Queensland Section (RFDS) and the Executive Head of Strategy, Planning & Performance, the Wellbeing Connector facilitates engagement and access to proactive wellbeing services and social prescribing (patients referred to non-medical activities or services).

Role Functions

The **HOC Wellbeing Connector - Bedourie** role is responsible for the following key functions within the organisation:

- **Community Capacity Development:** The Wellbeing Connector serves as the custodian of the Community Wellbeing Plan. It's important to note that this role will not be granted access to personal health information.
- **HOC Coordination:** The Wellbeing Connector collaborates with the shire, volunteers, community development roles, and community groups to identify community resources and assets that will promote physical and mental wellness, as well as social engagement.

Key Responsibilities and Accountabilities

Community Capacity Development

1. As custodian of the Community Wellbeing Plan, work with local stakeholders to identify service demands and supports the HOC Regional Service Integration Navigator and Executive Head of Strategy, Planning & Performance to plan and conduct activities to meet population needs identified through the plan.
2. Maintain community calendar, contacts, and resource directory for local and visiting health and wellbeing services.

3. Support integration between health and wellbeing services and resources (including linkages with the Primary Health Centres, visiting health services, community organisations, and health and wellbeing activities/events).

HOC Coordination

4. Promote stakeholder awareness of HOC (including social media).
5. Promote local membership to HOC and liaise with the Wellbeing Practitioner as members are registered.
6. Build relationships, contribute to the improvement of health and social care literacy, and support resident advocacy.
7. Collaborate with other agencies to identify gaps in provision and support community activities to be accessible and sustainable.
8. Work with the Wellbeing Practitioner and the RFDS Virtual Wellbeing Hub to follow-up access to social prescribing activities.
9. Undertake community engagement with all stakeholders and community members to enhance service delivery.
10. Support the initiation of wellbeing activities aimed at building community capacity. This may include coordinating and leading non-clinical wellbeing activities, such as walking groups or craft activities, with the goal of establishing a sustainable program for future handover to a community representative.
11. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
12. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Hold or be eligible for a Blue Card under the *Working with Children (Risk Management and Screening) Act 2000*.
2. Have a sound understanding of the needs of regional and remote communities.
3. Ability to prepare clear and concise business communication documents and records including reports, emails, and general correspondence.
4. Ability to work effectively with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving skills as part of a regionally dispersed team.
5. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
6. Knowledge of Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Meet 100% completion of mandatory and organisational training priorities.
3. Develop, monitor, and maintain the Community Wellbeing Plan in direct collaboration with community members, and key WQPHN stakeholders.
4. Ensure the availability and coordination of services to meet residents' health and wellbeing needs in a seamless manner, avoiding gaps, duplication, and fragmentation.
5. Maintain quality records pertaining to HOC community resources.
6. Maintain a directory and diary of visiting services and facilitate bookings for in-community facilities and with providers. Utilise 'My Community Diary' to maintain current service details.
7. Provide a comprehensive orientation to the community for 100% of visiting services (new service or new health professional).
8. Effectively work and communicate with Aboriginal and Torres Strait Islander people and organisations in a culturally safe manner.

Key Relationships

Internal

- Executive Management Team
- Senior Management Team
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health & Aged Care (DoHAC) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

Employee name			
Employee signature		Date	