



POSITION DESCRIPTION	
Position title	Health Services Coordinator
Service area	Health and Wellbeing Services
Location	Primarily Darwin; Casuarina and Palmerston as needed
Award/classification	SCHADS Industry Award - Level 4 Pay Point 1
Reports to	Manager Health & Wellbeing
Direct reports	Nil
Hours	Full time, 38 hours per week
Date approved	27 May 2024

THE ORGANISATION

Formed in 1997, [Melaleuca Australia](#) is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CaLD) backgrounds of all ages, settling in the Northern Territory of Australia, through the provision of a suite of [specialist services](#).

The organisation also offers generalist employment services as a [Workforce Australia](#) service provider, under an alliance arrangement with [AMES Australia](#), to enhance and improve economic participation through supporting individuals into meaningful employment.

Everything we do is in partnership with a network of individuals, community groups, government and non-government sectors to support successful outcomes for our clients.

Our vision is a world where everyone belongs.

THE ROLE

The Health Services Coordinator (HSC) applies a social model of care (non-clinical) to coordinate the Refugee Health Assessment (RHA) as per national standards; and support the provision of non-clinical follow up and support for the health needs of recently arrived humanitarian entrants.

The HSC collaborates with other Melaleuca staff to provide capacity building for the local health services to ensure the provision of culturally safe, and accessible health services. The HSC collaborates with other colleagues to deliver health promotion sessions to multicultural communities.

KEY RESPONSIBILITIES

This role operates within the following domains and responsibilities:

1. Multicultural services

- Receive and triage health referrals via HAPLite system for offshore refugees due to arrive in Darwin.
- Coordinate relevant health appointments for newly arrived humanitarian entrants in line with the comprehensive health assessment guidelines.



- Review and monitoring of client data to ensure completion of RHA; referrals, services received, local or interstate transfers, and client health outcomes.
- Where necessary attend health appointments with clients experiencing complex health issues or experiencing barriers in accessing health services to provide advocacy and support
- Facilitate and participate in shared decision making about all aspects of care delivery in collaboration with their case coordinator and treating health team (GP, nurses, specialists, allied health etc.) to identify and work towards the expected health outcomes of the client.
- Participate in and where appropriate lead external Case Conference discussions about individual client's health as a formal integrated client support strategy.
- Conduct home visits where required with appropriate support personnel (support worker, interpreter etc.).
- Assist clients in orientation to and navigation of the mainstream Australian health care system.
- Facilitate MA outreach clinics including but not limited to optometry, audiology, and Refugee Health Assessments (and subsequent appointments). Actively pursue pathways to facilitate additional clinics in collaboration with external outreach services.
- Work in collaboration with case coordinators to ensure there are no gaps in client's health services, where health gaps exist – lead the establishment of systems to address relevant issues.
- Liaise between external health providers and case coordinators to decrease DNA's among refugee and migrant clients and improve overall health outcomes.
- In collaboration with Melaleuca teams, facilitate health promotion sessions including Health Orientation modules in line with Humanitarian Settlement Program.

2. Relationship management

- Positively represent Melaleuca when networking with key stakeholders and participating in local and national forums which promote multicultural health. This may include, but is not limited to the Refugee Nurses Australia, Settlement Services Network, and Refugee Health Network of Australia.
- Network with local health services to identify potential partnerships with Melaleuca which promote positive health outcomes for mutual clients.
- As requested, meet with funding body for updates on contract compliance and troubleshooting.
- Build strong collaborative networks to facilitate positive client outcomes. This includes fostering positive relationships with other agencies and stakeholders and actively promoting Melaleuca Australia.

3. Contracts, systems, reporting and administration

- Establish workload priorities effectively and monitor workflow in line with the allocated workload for health-related services.



- Contribute to the development of best practice systems to support high standards of service delivery, contractual compliance, and continuous quality improvement.
- Use the Community Data Solutions (CDS) and other internal platforms to accurately record all interactions with clients and stakeholders.
- Ensure contractual obligations and key performance indicators are met.
- Contribute to report writing as requested by funding body.
- Where possible, monitor health trends and respond appropriately.
- Ensure documents and emails are saved in the correct location, named in a standardised and logical way and are easily accessible.

4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and positively reflect the organisation at all times.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Develop and maintain professional and respectful working relationships with all staff, stakeholders and clients, using cultural humility.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Actively contribute to the continuous quality improvement of the organisation.
- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.

SELECTION CRITERIA

Essential

1. Australia recognised Registered Nursing qualification with a minimum of 5 years practice experience; and registration with the Australian Health Practitioners Registration Association (APHRA).
2. Extensive experience in nursing within targeted specialist communities such as migrants, Indigenous, or refugees impacted by trauma.
3. Demonstrated understanding of primary health care and referral pathways to access services.
4. Demonstrated ability to liaise and network effectively with clients, community groups, stakeholders and work colleagues often within a cross-cultural context.



5. Well-developed written skills including record keeping, report writing and analysis.
6. Demonstrated well-developed oral communication including provision of education and training for health professionals; and health promotion for community groups.
7. Demonstrated ability to work autonomously while planning work schedules, prioritise work and complete tasks on schedule.
8. Demonstrated ability to be flexible and collaborative within a small team and workplace which experiences frequent interruptions and changes to timelines.
9. First aid qualification.

Desirable

1. Experience working with CaLD groups and knowledge of the barriers CaLD communities face in accessing health services in Australia.
2. Postgraduate qualifications in public health or health promotion.
3. Experience using translating and interpreting services.

Licences/clearances (essential)

1. Current class c driver's licence
2. Current NT Ochre Card (Working with Children clearance)
3. Right to work in Australia
4. Satisfactory national criminal history report

AGREEMENT TO THIS POSITION DESCRIPTION:

Employee Name: _____

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____