

Position Description

Position Title:	Clinical Care Coordinator, Primary Health
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Clinical Care Coordinator is responsible for delivering comprehensive care coordination and support to clients with complex health and social needs. The role ensures integrated, person-centred care by working collaboratively with clients, their families, healthcare providers, and community services. The position requires flexibility to respond to changing program priorities and deliverables, while operating within the scope of practice aligned to the Clinical Care Coordinator's primary health qualification.

Key Relationships

The Clinical Care Coordinator reports to the Portfolio Manager – Chronic Disease Services (Primary Health) and is an integral member of the Primary Health Team. The role works closely with key stakeholders, including General Practitioners, allied health professionals, hospitals, community organisations, and clients, to ensure coordinated and collaborative care.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Provide care coordination for clients with chronic and complex health conditions, ensuring timely access to appropriate services.
- Conduct comprehensive assessments to identify health, social, and psychosocial needs.
- Develop, implement, and monitor individualised care plans in collaboration with clients and their support networks.
- Facilitate referrals and linkages to health, community, and social services.
- Support clients in navigating the health system and advocate for their needs.
- Deliver client centred education and self-management support to clients and families.
- Work collaboratively with multidisciplinary teams to ensure integrated care.
- Maintain accurate and timely documentation in accordance with organisational and professional standards.
- Participate in quality improvement activities and contribute to service development.
- Provide clinical supervision and support to students and junior staff as required.
- Uphold confidentiality and adhere to the Clinical Governance Framework.
- Perform other duties within scope as required.

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.

- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

- I**ntegrity & Trust
- C**ollaboration & Innovation
- A**chievement & Excellence
- R**espect & Empowerment
- E**mpathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Qualification in a health-related field
- Demonstrated experience in care coordination and/or chronic disease management
- Strong understanding of health and social service systems

- Excellent interpersonal and communication skills, including cultural competence
- Ability to work both autonomously and within a multidisciplinary team
- Sound computer skills (MS Office Suite and clinical software)
- Current Driver's Licence

Desirable

- Experience working in rural and remote settings
- Experience delivering services to Aboriginal and Torres Strait Islander communities
- Previous experience in using telehealth applications for service delivery and/or willingness to adapt to this model of care
- Knowledge of health promotion principles and integrated care models
- Previous involvement in research or quality improvement projects