

Pharmacotherapy Coordinator

position number	iChris
status	Part Time, Fixed term (TP)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 4 – year dependant on experience
reports to	Practice Manager

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

This position sits within the AOD Outreach cluster. The cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs in the Inner Northwest of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The pharmacotherapy coordinator at Bourke St is a key liaison role and works collaboratively within our multidisciplinary team to provide high quality, client focussed care. Working with the broader health team to deliver client centred, evidenced based, holistic care. This position will provide comprehensive support to General Practitioners (GPs) including obtaining a substance use history, advising on possible treatment options, facilitating access to a variety of treatments and identifying social and other health needs. Additionally, the pharmacotherapy coordinator will deliver basic first aid, cross sectoral service coordination and health education.

Key accountabilities

<p>support coordination and liaison</p>	<ul style="list-style-type: none"> • Deliver high quality alcohol and other drug (AOD) administrative services within the health centre • Collaborate with GPs and use dedicated clinic software programs to identify clients and facilitate care planning for clients who would benefit from Enhanced Primary Care interventions • Support care coordination aimed at the achievement of client goals. This includes regular contact with the client, supporting the coordination of internal and external services in conjunction with GPs, including involvement in case conferencing and care planning as required • Undertake regular liaison with pharmacies, other AOD workers and relevant external services such as PAMs • Liaises with other service providers both within Bourke St as well as across sites in assisting with the development and review of the care plan and other services relevant to individual clients. • Work with EPC Allied Health to ensure optimal utilisation of these services • Liaise with Client Services, Intake and other Bourke St staff to ensure a client focused appointment booking service. • Review GP appointment book daily to ensure appropriate management of appointments for clients and GPs • Liaise with referral sources and other health professionals as appropriate • Maintain professional, accurate and contemporaneous patient records and other documentation • Ensure proactive and accurate MBS billing of services provided by GPs • Be conversant with computer systems and other technology relevant to the position • Undertake practice managements duties to ensure operational processes and procedures are followed in conjunction with Medical Practice Managers, including regular maintenance of CSO Manual for Innerspace • Carry out all other duties as requested and negotiated by the AOD Cluster leader and/or Medical Practice Manager Bourke St
<p>client care</p>	<ul style="list-style-type: none"> • Provide care and support in accordance with the policies of cohealth and within your scope of practice and in accordance with best practice guidelines • Delivering quality primary health care services to people who inject drugs. This will include clinical activities: pre & post-test counselling for HIV and Hepatitis C screening, pathology collection (both taking and accepting samples) and basic first

	<p>aid response, as well as basic wound care (under Registered Nurse or GP supervision) in conjunction with referral to GP or RN as required</p> <ul style="list-style-type: none"> • To collate/collect data from client and external sources i.e.: previous GP, hospital, etc, where practical and consent has been provided, to enable less administrative tasks having to be undertaken by GP and/or nurse • Refer clients to appropriate health providers in a timely manner in collaborations with GPs • Participate in case conferences with GP when required
practice responsibilities	<ul style="list-style-type: none"> • Actively participate in cohealth's accreditation and quality assurance programs • Participate in Medical Team Meetings and share professional knowledge and skills with colleagues and students • Maintain infection control in accordance with Centre policy • Provide services in a manner that is sensitive to the cultural background of clients • Participate in the identification of risks to the organisation
quality and continuous improvement	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes
health & safety compliance	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers) • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment • Take corrective action to remedy safety hazards or risks and restore a safe working environment

key selection criteria

- Tertiary qualification in a relevant discipline (e.g. alcohol and other drugs, community development, social work, health coaching or a related field), Certificate IV or higher, or working towards completion, with minimum two years relevant work experience

- Completion in or working towards, accredited training courses in pathology collection and wound management
- A level 3 First Aid certificate is highly desirable
- Capacity to engage and assess client needs in order to provide timely and appropriate information and referrals about/to health and other community services
- Experience in quality management particularly in General Practice and/or other medical service settings, including knowledge of the MBS
- Demonstrated understanding in the delivery of care for clients with AOD, chronic disease and/or complex needs based on best practice guidelines
- Sound knowledge of the health and social issues for people who use drugs such as blood borne virus protection, stigma and discrimination
- Demonstrated commitment to the principles of harm reduction and the ability to translate them into practical strategies
- Commitment to work within a community health organisation, recognising the importance of providing a medical model within a holistic health response
- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds
- Ability to multi-task and prioritise effectively to achieve quality outcomes in a busy client-focused environment
- Basic understanding of accounting systems and procedures such as accounts payable and receivable, ordering equipment, invoicing and Medicare payment systems

position requirements

- Minimum Certificate IV in a relevant discipline (e.g. Alcohol and Other Drugs, Community Development, Social Work) or working towards with 2 years relevant experience
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Immunisation Category A to be produced for sighting upon request

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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