

Disclaimer

Please be advised that this resource has been prepared by the Aboriginal Health and Medical Research Council of NSW (AH&MRC) to broadly meet the needs of AH&MRC's Member Organisations. This resource is a general guide and will need to be amended to suit your particular organisation.

AH&MRC cannot guarantee that this resource will meet all the requirements of your individual organisation and may not be relevant to particular patients or their circumstances. AH&MRC strongly recommends that you undertake your own independent skill or judgement or seek appropriate professional advice relevant to their own particular circumstances when so doing.

INTELLECTUAL PROPERTY AND COPYRIGHT

Unless otherwise expressly stated, the copyright of this resource is owned by AH&MRC. This resource may only be used by AH&MRC's Member organisations and cannot be used for any other purpose or by any other organisation or group.

This resource must not be published or replicated without AH&MRC's written permission. All other rights are reserved.

LIMITATION OF LIABILITY

AH&MRC takes reasonable steps to maintain the accuracy of information available in this resource, however, some or all of the information is current at the date of the first publication, and may, from time to time, be amended, or become superseded or otherwise inaccurate. AH&MRC is not responsible for ensuring that the information contained within this resource is accurate, current, suitable or complete, and offers no guarantee that this resource will meet your organisation's or particular patients needs.

Accordingly, where conditions and warranties implied by law cannot be excluded, the AH&MRC limits its liability where it is entitled to do so. Otherwise, AH&MRC, its employees and agents are not liable for any loss or damage (including consequential loss or damage) to any users of this resource, however caused, which may arise directly or indirectly from this resource.

GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Chronic Disease Coordinator
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Part-time or Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager / Program Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	To coordinate the delivery of culturally safe and integrated chronic disease services by managing allied health clinics, ensuring optimal patient access, adherence to funding agreements, and alignment with community-identified needs.
MINIMUM SKILLS REQUIRED:	Demonstrated skills in health program coordination, clinical scheduling, and stakeholder engagement. Strong understanding of Aboriginal health and chronic disease care pathways.

POSITION SUMMARY

The Chronic Disease Coordinator plays a vital role in supporting patients with or at risk of chronic conditions by overseeing the organisation and implementation of allied health and chronic disease-related clinics. This includes clinic scheduling, service coordination, provider communication, funding compliance, and quality improvement activities that enhance the patient journey and outcomes across chronic conditions such as diabetes, cardiovascular disease, renal health, and respiratory illnesses.

RESPONSIBILITIES

Clinic and Program Coordination

- Coordinate and manage the scheduling of allied health services, including but not limited to podiatry, dietetics, diabetes education, optometry, physiotherapy, occupational therapy, and other chronic disease-related clinics
- Ensure clinic rosters align with community demand, workforce availability, and funding obligations
- Liaise with visiting providers to confirm bookings, logistics, and clinic preparation
- Work closely with the Practice Manager and administration team to manage room availability, transport needs, and interpreter support (if needed)
- Monitor clinic flow and patient engagement, identifying and addressing barriers to attendance

Patient Support and System Navigation

- Assist patients with understanding and accessing allied health services
- Ensure timely recall and follow-up systems are in place for chronic disease care
- Coordinate with Aboriginal Health Workers, GPs, and RNs to identify patients requiring allied health input

Data Management and Reporting

- Maintain accurate schedules and service data in the Patient Management System (PMS)
- Monitor service utilisation, missed appointments, and waiting lists
- Contribute to monthly, quarterly, and annual reports required by funding bodies (e.g., PHN, RDN, LHD)
- Track KPIs related to chronic disease clinic delivery and funding outputs

Stakeholder Engagement

- Build and maintain strong relationships with internal teams and external allied health providers
- Facilitate inter-agency communication where multi-provider care is required
- Participate in chronic disease working groups or regional planning networks as relevant

Quality and Compliance

- Ensure allied health service delivery complies with organisational policies, clinical governance frameworks, and funding guidelines
- Engage in service audits, CQI projects, and feedback processes to improve chronic disease outcomes
- Ensure culturally appropriate care and trauma-informed practices are embedded in all allied health interactions

MEETINGS

- Participate in care team meetings and chronic disease coordination briefings
- Attend case conferencing sessions involving allied health providers where appropriate
- Engage in CQI, planning, or stakeholder meetings relevant to chronic disease

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Clinic Coordination	≥95% of allied health provider bookings managed and confirmed on time
Patient Engagement	≥80% attendance rate across scheduled chronic disease appointments
Funding Compliance	100% reporting compliance to funding agreements and service targets
Health Promotion	≥2 chronic disease-related community events or screenings per year
Systems Improvement	≥1 CQI initiative related to chronic disease or allied health annually

PROFESSIONAL DEVELOPMENT

- Maintain up-to-date knowledge of chronic disease management best practices
- Undertake Aboriginal cultural safety training and trauma-informed care learning
- Attend relevant regional or national conferences or workshops

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated experience in health program or clinic coordination
- Understanding of chronic disease management in an Aboriginal community context
- Strong organisational, time management, and communication skills
- Experience working with allied health teams and external service providers
- Familiarity with electronic patient management systems (e.g., Communicare, Best Practice)

MANDATORY REQUIRMENTS

- Certificate IV or higher in Aboriginal Primary Health Care, Health Services Management, Population Health, or similar
- Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
- Current First Aid and CPR Certificate
- Evidence of cultural awareness training or willingness to complete
- Current National Police Check
- Current Working with Children Check or equivalent clearance
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____