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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:	Ear Health 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 culturally safe, community-informed ear health programs focused on early detection, prevention, and treatment of otitis media and other ear conditions in Aboriginal and Torres Strait Islander children and families. The role ensures program integration across clinical and community teams, fosters strong partnerships with schools and health services, and supports ongoing health promotion, workforce development, and family engagement.
MINIMUM SKILLS REQUIRED:	Experience in program coordination, health promotion, or clinical support in primary health or community-based settings

POSITION SUMMARY

The Ear Health Coordinator leads the design, coordination, and continuous improvement of ear health initiatives that respond to the high burden of otitis media and associated hearing loss in Aboriginal and Torres Strait Islander communities. The role works collaboratively with clinical

teams, early childhood centres, schools, and families to increase access to screening, education, and treatment services. It includes data management, reporting, community engagement, and health workforce capacity building.

RESPONSIBILITIES

Program Coordination

- Lead the development, delivery and review of culturally appropriate ear health programs
- Coordinate outreach screening, treatment, and follow-up for ear health in collaboration with GPs, AHPs, AHWs, nurses, and visiting ENT/audiology services
- Ensure integration of ear health programs within child and family health, school health, and chronic disease programs
- Liaise with early childhood centres, schools, and families to coordinate screening and referrals
- Track referrals, treatment outcomes and follow-up actions

Clinical & Health Promotion Support

- Support health promotion and education initiatives about ear health, hygiene, and prevention
- Assist in providing community education sessions with families, school staff, and community groups
- Coordinate the development of culturally relevant health promotion materials
- Provide clinical support (if qualified), including otoscopy, ear checks, and follow-up care
- Assist in maintaining ear health equipment and consumables

Data, Compliance & Reporting

- Maintain accurate program records, screening registers, and follow-up data
- Support reporting requirements for funders and internal stakeholders
- Assist in audit and quality improvement processes relevant to ear health
- Ensure data is used to improve service delivery and community outcomes

Workforce Development

- Support training and development of Aboriginal Health Workers, clinicians, and students in ear health practices
- Provide mentoring to staff and help build internal capacity for ear screening and education
- Promote culturally strong, trauma-informed care approaches among the team

Community Engagement

- Work respectfully and collaboratively with families, community members and Elders to support local ownership and participation in ear health initiatives
- Promote awareness of ear health through community events and activities
- Assist with codesign of resources and service improvements based on community feedback

MEETINGS

- Attend clinical team meetings, interagency networks, and regional ear health forums
- Facilitate meetings with local schools and early childhood centres
- Support and participate in all-staff and program review meetings

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Screening & Follow-up	≥90% of identified children receive follow-up care within 1 month
Community Engagement	≥4 community education events delivered annually
Compliance & Reporting	100% of reports submitted on time with accurate data
Cultural Safety	≥90% of participants and families report culturally safe experience
Program Integration	Evidence of coordination across at least 3 service areas annually

PROFESSIONAL DEVELOPMENT

- Participate in training related to ear health (e.g. Otoscopy, Hearing Australia training)
- Maintain cultural safety and trauma-informed practice competencies

- Attend relevant conferences or learning workshops on Aboriginal child health and ENT care
- Participate in clinical supervision or peer mentoring as appropriate

ESSENTIAL SKILLS AND EXPERIENCE

- Experience coordinating or delivering health programs in a primary care or community setting
- Strong understanding of the impacts of ear disease in Aboriginal communities, especially in children
- Excellent communication and engagement skills with Aboriginal families and community partners
- Knowledge of referral pathways and ear health systems (ENT, Audiology, Hearing Australia etc.)
- Ability to work independently and as part of a multidisciplinary team
- Experience in data collection, reporting and program evaluation

MANDATORY REQUIREMENTS

- Certificate IV or higher in Aboriginal and/or Torres Strait Islander Primary Health Care, Community Services, Public Health, or related field
- Otoscopy and ear health screening competency (or willingness to undertake training.)
- Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
- Current First Aid and CPR Certificate
- NDIS Worker Screening Check
- 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: _____