

SELECTION CRITERIA

Program Coordinator (Level 7)

ESSENTIAL

1. Sound knowledge and understanding of public health and STI/HIV/BBV control issues, priorities and methods.

Since 2001 I have provided direct clinical sexual health and public health clinical activities to key priority populations including youth, aboriginal, sex workers, MSM, incarcerated and injecting drug using clients in remote, regional, rural and urban settings. In public health and sexual health arenas the principles and strategies for practice remain similar i.e. screening/testing, case identification, limit transmission, treatment and ongoing prevention through education of health service providers and general public. Over the past 9 years I have acted as a sexual health educator and resource person to staff, community members and their partners and families by providing sexual health education/promotion programs on a broad range of sexual health topics particularly with regards to equity and access for health care with a special interest in people in the at risk sexual health populations such as youth, Aboriginal and Torres Strait Islander, Men having sex with Men and injecting drug users.

In my current role as Clinic 34 Manager & Clinician with the Department of Health & Families, Darwin, I have utilised and demonstrated my understanding of public health and STI/HIV/BBV control issues, priorities and methods and actively assisting in development of various resources, including:

- NT Guidelines for the Management of Sexually Transmitted Infections in the Primary Health Care setting
- A practical resource to assist practitioners to identify and manage child sexual abuse.
- Updated information (2009) on www.health.nt.gov.au to assist practitioners in reporting harm and sexual offences involving children, including flowcharts.
- Contributed comments and suggested resources on a *Safe Sex No Regrets Campaign* in the Northern Territory, I made comment on the content and made suggestions on the resources.
- Currently working with the Youth Policy Officer in using newer technologies to access the target population through various avenues including www.facebook.com.

As Clinic 34 Manager, my role involves the day-to-day management of a busy urban Sexual Health and Blood Borne Virus Clinic. Key responsibilities include: provision of sexual health clinical services to clients ensuring a high level of care to clients particularly including those with complex conditions such as HIV, AIDS and Hepatitis C; coordination of Observation Clinics for medical students, coordination of FPWNT Nursing and Medical Course participants; management of staffing levels through recruitment of qualified staff including Administration Officer, Health Workers, Nurses and Doctors.

Previous contributions and achievements in sexual health that demonstrates my knowledge of public health and STI/HIV/BBV control issues, priorities and methods includes:

- Coordinated the provision of Well Women's and Sexual Health Services in the Kimberley and Cape York including the advocacy of clients and communities in the arena of sexual health and communicable disease.
- Worked independently and as part of a multidisciplinary team to provide the necessary clinical services to the clients, and assisted in the case management for complex cases.
- Assumed responsibility for the provision of the Needle and Syringe Program, awareness and provision of post exposure prophylaxis (PEP) to clients following risks of occupational and non-occupational exposure to HIV.
- As a Senior Public Health Nurse at the Kimberley Population Health Unit, I developed cross-cultural working relationship with Government and Aboriginal Community Controlled Health Organisations (ACCHO) to raise the awareness of impact of sexually transmitted infections with a significant indigenous population. Fostering an excellent working relationship between the ACCHO and Government Health Organisations was necessary one of the keys for the Sexual Health and BBV programs to succeed in increasing the screening rates and decreasing the rate of STI/BBV's in this population.

2. Excellent interpersonal, verbal and written communication skills including the ability to communicate sensitively in cross-cultural contexts.

A confident and experienced communicator, I possess high level oral and written communication skills which can be demonstrated throughout my employment history over the past 9 years in Sexual Health and previously for many years in nursing roles where I have communicated with internal and external stakeholders both verbally and in writing on a daily basis including client, doctors, nurses, allied health professional, suppliers, colleagues, contractors, government and community organisations.

Throughout my career spanning 20+ years, I have assumed a high level of responsibility that has demanded exceptional communication with people from diverse cultural backgrounds, actively involved in staff recruitment, supervision and rostering, organisation and facilitation of staff training, handling of customer complaints, preparation and analysis of financial reports, working closely with senior management and Directors, facilitating programs and staff meetings, creating and updating training/operations manuals and procedures, educating staff regarding policies and procedures together with safe work practices. I strongly believe effective communication is the most important issue in any organisation and needs to be clear and concise. I work collaboratively by consulting and negotiating partnerships with other service providers including public health physicians, environmental health officers, general practitioners, community nurses and Aboriginal health workers to actively promote gender and cultural equality in the coordination of disease control activities in sexual health and other communicable diseases.

In my current Darwin based roles as a Clinic 34 Manager & Clinician of the Health Protection SHBBV Program with the Department of Health & Families, I utilise and demonstrate high level verbal and communication skills on a daily basis, demonstrated whilst performing the following tasks:

- Policy planning and development
- Manage annual budget, financial reporting, forecasting, expenditure control and ongoing analysis.
- Human resource support including staff recruitment, orientation, training, supervision and counselling
- Provide sexual health clinical services to clients including face to face and telephone consultation
- Oversee clinical governance, quality control and ethical guidelines
- Regular communication with the SHBBV Program Section Head regarding all clinical matters, emerging issues and ongoing activities such as complex case management.
- Planning, education and information activities of the broader program team.
- Purchase stock and equipment including liaison with suppliers.
- Review and set-up new systems and procedures.
- Attend meetings and forums to ensure current clinical competency.
- Coordinate the redevelopment of the Sexual Health Clinic from application/tender stage through to final completion.

I was actively involved in the implementation of the *Western Australian Aboriginal Sexual Health Strategy* which necessitated consultation at all levels of the community including youth, parents, women, men, and elders. I consulted with other local government departments and non-government organisations were consulted including the Department of Community Development, Department of Justice, Religious Organisations, Kimberley Aboriginal Law and Culture Council, Kimberley Aboriginal Medical Service, Ninglingarri Aboriginal Medical Service, Government and non-government Education Departments, Local, State and Federal Government Representatives.

Demonstrating strong written communication skills, I presented two papers at the Australasian Sexual Health Conference. The first was in Adelaide in 2004 on issues of Rural and Remote Sexual Health Provision and also at the Gold Coast 2007 on the Stamp Out Chlamydia Project.

During my employment at Family Planning Victoria as a Senior Nurse, I developed guidelines for nursing practice, ensuring best practice together with the adherence to and implementation of Infection Control and Occupational Health and Safety legislation, providing input into nursing education. Additionally, I effectively communicated with Chief Executive Officer, Integrated Services Manager, Senior Medical Officers, Education and Training Manager and Finance Manager at both formal and informal levels. I provided regular reports to my manager outlining ongoing progress on issues including Infection Control, performance appraisal, peer review, supervision, client load, and protocol development. I arranged the formalisation of Clinical Service Protocols, regular Clinic Meetings, Occupational Health and Safety issues, formal clinic human resource management, and the development of clinic newsletter.

3. Demonstrated leadership and supervisory skills.

Demonstrating myself to be an active team member and leader for many years in Sexual Health since 2001, I have been instrumental in building "exceptional teams" demonstrated working in a fast paced environments where I superseded previous performance levels with a track history of cultivating relationships and removing obstacles to build trust and generate and enhance productivity through various avenues including safe work practices, improved workplace communication and team relationships.

As the Clinical Nurse Manager at Clinic 34 Darwin since June 2008, I manage the day-to-day running of a busy clinic, undertaking various leadership and supervisory skills including the following:

- Manage the day to day operations of Clinic 34 Darwin including policy and planning, finance and budgets, human resource support and contribute to the orientation, teaching and training for health professionals.
- Manage the Darwin Sexual Health/Blood Borne Viruses Clinic, overseeing the efficient day to day operations of the clinic activities.
- Recruit, direct, manage, supervise, train, motivate, roster and performance appraise all staff including administrative/reception personnel, specialist doctors and nurses.
- Oversee clinical governance, quality control and ethical guidelines in matters of service delivery, research and data management.
- Contribute to the planning, education and information activities of the broader program team.
- Manage annual budget, forecasting, expenditure control and ongoing analysis.
- Manage purchasing of stock and equipment.
- Review and set-up new systems and procedures regarding operations, purchasing and human resources.

Key achievements and contributions include the following:

- Implemented regular staff meetings and education sessions.
- Negotiated increased staffing (full-time N3 position) and increased Medical Officer cover.
- Coordinated Minor New Works submission to redesign clinic space for better utilisation of space in conjunction with Department of Infrastructure and Planning, Faculties Darwin, CDC's Business Unit.
- Managed staffing levels through recruitment of appropriately and suitably qualified staff including Health Workers, Nurses and Doctors.
- Upgraded Sexual Health Information Program, initiating the SMS module, pathology direct downloads, and appointment system.
- Development of paperless clinical recording of documentation.
- Developed formal and informal partnerships with local service providers including Headspace, Northern Territory AIDS and Hepatitis Council (NTAHC), Mission Australia, and Family Planning Welfare Northern Territory (FPWNT)
- Utilised the Human Papilloma Virus Vaccination program to increase sexual health screening in the at risk youth in Darwin.

As an executive member of ASHHNA since 2001, I currently hold a leadership role as the Vice President and coordinator of the Scholarships available for members. This role provides me contact and allows me to develop professional ties with the membership of Australasian Sexual and Reproductive Health and HIV Nurses I have been a leading force in the development of ASHHNA in encouraging nurses in professional development through attendance at conferences and educational meetings. In this role I was pivotal in organising sponsorship for the Nurses Award at the Australasian Sexual Health and ASHM (Australasian Society for HIV Medicine) conferences, organising the nurses' meeting and arranging funding for the room fees.

During my previous employment at Family Planning Victoria as a Senior Nurse, FPV were changing clinical focus to more at-risk groups (culturally and linguistically diverse clients), youth and men. Many of the nursing staff had worked at FPV for 20+ years and were comfortable with the focus on women and had difficulty with the change of focus. To manage this I spent time with these clinical staff supporting their issues around the reorientation of FPV's focus, and I employed new staff and orientated them to FPV's new focus. The orientation program was very supported and consistent within the new focus of the organisation. To ensure the integrity of this program I engaged the other senior staff to be consistency with the new focus with existing and new staff.

I have also been involved as the Lead Project Officer for the Stamp Out Chlamydia Project, a joint project between the Canberra Sexual Health Centre, the Australian National University's Academic Unit of Internal Medicine and Sexual Health and Family Planning ACT. The aim of SOC was to increase awareness and screening for chlamydia in the student population in Canberra. As the lead project officer for SOC, I managed the team effectively ensuring human and consumable resources were of an appropriate for the project to be effective. The public health message for the tertiary students in Canberra was '1 in 14 young people may have chlamydia and not know it'. This message was well advertised through Convenience Advertising, flyers, handouts and peer engagement. As the leader of the SOC implementation team I developed the screening resources, designed the data collection tool, interpreted the data, reviewed results, informed clients of their positive results, arranged treatment and contact tracing.

4. Demonstrated financial and project management skills, including the ability to plan, prioritise, make decisions, meet deadlines and manage resources.

I believe for a project to be successful it must be well planned with set tasks and milestones, meet the organisation's needs, identify and manage risks and deliverables linked to finite resources within set timeframes. With all quality practices, measurement of the effectiveness of the project via an appropriate evaluation process/tool is essential. The initial planning phase of project management is essential for the implementation, evaluation and review phases of the project. A clear project plan indicating the challenges, barriers, costs, benefits and risks and how they may be overcome or achieved, allows a detailed and accurate understanding of the project. This also provides higher authorities with sufficient information to enable decisions regarding the project viability and costing.

In my present capacity as Clinic 34 Manager & Clinician of the Health Protection SHBBV Program with the Department of Health & Families in Darwin, I undertake day to day duties including financial and project management with the ability to plan, prioritise, make sound decisions, meet deadlines and manage resources effectively. I am responsible for the effective management of the operations of Clinic 34 Darwin which involves:

- Management and review of the annual budget
- Forecasting, expenditure control and ongoing analysis
- Financial analysis and reporting
- Management of resources including purchasing and sourcing of suppliers
- Liaison and negotiation with suppliers
- Planning and management of projects and programs
- Recruit, direct, manage, supervise, train, motivate, roster and performance appraisal of all staff
- Development of programs for clients with complex conditions such as HIV, AIDS and Hepatitis C.
- Planning, education and information activities of the broader program team.
- Review and set-up new systems and procedures regarding operations, purchasing and human resources.

I have been involved in the management and managed a number of projects and programs in the public and population health arena. Whilst managing the Healthy Women's Initiative Program, I attended the PM Plus Queensland Health Project Management Course and found it useful in having a systematic approach in Queensland Health for all project management. I documented the Healthy Women's Initiative in Cape York region of Queensland utilising the PM Plus format. The aim of this project was to develop the existing sexual and reproductive health resources into an effective management framework to meet the challenges of high rates of sexually transmitted infections and low rates of screening for sexually transmitted infections and pap tests.

Keen to make a difference and contribute to positive change in sexual health, I am an active of various organisations including: Council of National Nursing Organisations (Indigenous Health Sub-committee Member), Family Planning Welfare Northern Territory (Northern Territory Board Member), Australian Sexual Health and HIV Nurses Association, (Vice President - Portfolio-Scholarship Coordinator), Queensland Sexual Health Society (Member) and Australian Nurses Federation, Northern Territory Branch (Member).

In 2007 I was involved in the Stamp Out Chlamydia, offering ACT students aged 16-25 yrs chlamydia testing on campus. This is collaborative project between government and non-government organisations utilising a community development approach developing strong links and partnerships with key stakeholders. We developed Project Plan developed utilising a collaborative process. The project plan outlines the project governance, communication strategies, reporting requirements, organisational constraints, and partnership agreements, to ensure a smooth running a project.

Previously as the Kimberley Senior Public Health Nurse-STI, I was a member of the Western Australian Sexual Health Team. I managed and reported on the Western Australia Aboriginal Sexual Health Strategy implementation for the Kimberley. This strategy reports on the rates of screening and notification of Sexually Transmitted Infections, Community Development Projects, in-service education for health service staff, practical on the ground support in the area of Sexual and Reproductive Health.

5. Sound knowledge of rural and remote area sexual health services, and issues related specifically to the delivery of sexual health services to Aboriginal people.

Having lived and worked in regional, rural and remote Aboriginal Australia, I have a unique understanding of the physical, social and environment factors which impact on sexual and reproductive health together with the issues that relate to the delivery of sexual health services.

Since 2001 I have formally worked in sexual health, contributing in various capacities such as Clinic 34 Manager & Clinician - Health Protection SHBBV Program, Coordinator - Stamp Out Chlamydia Project, Coordinator Men's & Women's Health Program, Healthy Women's Initiative Coordinator, Senior Nurse, Senior Public Health Nurse (Goldfields Southeast Population Health Unit), Senior Public Health Nurse - STI and Sexual Health Nurse. Over the past 9 years I have demonstrated a sound knowledge of rural and remote area sexual health services and issues related specifically to the delivery of sexual health services to Aboriginal people. As further detailed in my attached resume, I have worked as an independent practitioner and a strong and supportive team member in health with a particular interest in Remote and Indigenous Sexual and Reproductive Health with varying roles, responsibilities and relationships within multidisciplinary and interdisciplinary teams.

In my present capacity as Clinic 34 Manager & Clinician of the Health Protection SHBBV Program with the Department of Health & Families in Darwin, I work with numerous Aboriginal people on a day to day basis involved in providing sexual health clinical services to clients, ensuring a high level of care to clients particularly including those with complex conditions such as HIV, AIDS and Hepatitis C.

Whilst previously employed as a Senior Public Health Nurse - STI at (Kimberley Population Health Unit), I developed an excellent working relationship between government and aboriginal community controlled organisations to increase awareness and target the appropriate populations with education and screening for sexually transmitted infections, by developing and maintaining of a community profile for sexual health issues.

I was the Coordinator of the Kimberley Sexual Health Network where I instigated and conducted monthly teleconference including a Journal Club, with approximately 15 sites and up to 30 health staff from Government and non-government agencies involved. The Kimberley Sexual Health Network sent regular emails ensuring sexual health and sexually transmitted infections testing and treatment are foremost in staff's consciousness as the Kimberley has among the highest rates of sexually transmitted infections in Australia. In addition, I reported on a quarterly basis to the Western Australian Health Department - Communicable Disease Branch on the Kimberley Team's progress towards the Aboriginal Sexual Health Project's performance indicators, and ensured all deadlines were met. Each of the performance indicators were reported on, and indicated work against performance indicators in qualitative and quantitative measures, as appropriate.

6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health and how these impact on employment and service delivery.

Throughout my professional career in the healthcare industry spanning 20+ years and 9 years in sexual health, I consistently maintain a current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health and how these impact on employment and service delivery.

In my present capacity as Clinic 34 Manager & Clinician of the Health Protection SHBBV Program with the Department of Health & Families in Darwin, I am required to understand and oversee compliance to the above mentioned legislative obligations. Actively involved in staff recruitment, induction and training including healthcare professionals and administrative personnel, I incorporate the principles of Equal Opportunity, Disability Services and Occupational Safety and Health into the training and induction programs, ensuring staff understanding the relevant legislation including:

- Equal Opportunity Act 1995
- Disability Services Act
- Anti Discrimination Act
- Community Welfare Act
- Occupational Safety and Health Act 2000

I demand a zero tolerance to violence in the workplace including workplace harassment. Having contributed as a workplace contact officer in Western Australia I believe that management must set a high benchmark regarding these matters. Currently employed as a Manager, I investigate all incidents with a view to preventing and reducing future aggression and violence in the workplace. I have reviewed and updated the Bullying and Harassment Policy and have actively encouraged staff to become Workplace Contact Officers. I provide regular and informal professional development sessions to staff, striving to ensure staff and clients are provided with a workplace free from aggression and violence. If I believe that there is any form of violence in the workplace I follow best practice guidelines to remove the violence from the workplace and minimise harm overseeing the consistent provision of Ethical Behaviour.

I understand that whilst employed in the Australian Public Service, there are numerous policies and procedures developed to protect employees and management, particularly regarding to Workplace Health and Safety, Equal Opportunity and Anti-discrimination. In a management capacity, I actively support human resource management practices, employment equity, anti-discrimination, occupational health and safety and ethical behaviour utilising the various policy and procedures available as well as the local Code of Conduct. Accordingly I treat all clients including my fellow staff members, fairly and seek to provide a workplace free from discrimination and harassment. I strive to ensure decisions I make regarding processes and practices do not discriminate either directly or indirectly on the basis of "attributes" or other irrelevant matters. Additionally, I foster a safe work environment where sexual harassment or harassment such as bullying is not tolerated.

Throughout my experience working in remote areas, I have found that safe working, travelling and living environments are imperative in the recruitment and retention of staff. I seek to ensure the workplace is free from risk of injury and through the Workplace Health and Safety Manager we would promote safe work practices, manage risk and maximize the benefits to the organisation and staff through effective rehabilitation programs.

Employment equity and anti-discrimination issues including age, gender, race and religion are necessary to maintain an appropriate skill mix, and *fair go* in organisations. Working in a multi-cultural and more realistically cross-cultural environment it is important to understand and acknowledge the cross-cultural issues inherent in the local communities. I value and manage diversity, nurturing an environment where all employees are encouraged to achieve his or her full potential.

I have been integral in reconvening the Occupational Safety and Health Committee for the Kimberley Population Health Unit, the Lightning Ridge Health Service and Family Planning Victoria. While in Lightning Ridge, the health service participated in the EQulp process of accreditation and I assisted in this process.

DESIRABLE

1. Tertiary Qualifications in a relevant discipline.

Committed to lifelong learning and continuous knowledge in the health industry, I am undertaking a Masters of Public Health at the University of Queensland and have completed a Graduate Diploma of Advanced Nursing (Midwifery), Bachelor of Applied Science (Nursing) and a Diploma of Applied Science (Nursing).

2. Experience in developing and conducting training programs for health and other professionals.

I have completed a Certificate IV in Workplace Training and Assessment with experience developing and facilitating sexual health education and training programs for health professionals and the general public including Sexual and Reproductive Health in-service to nurses and health workers in the Kimberley, Family Planning Victoria, Victorian Women's Health Nurses, Cape York Health Service and Canberra Sexual Health Centre.

As an experienced Manager and Facilitator, I understand that the development of staff is imperative in the retention of health professionals, ensuring that all staff receive appropriate training and support in their tasks in line with service and professional development planning. In my current role as Clinic 34 Manager & Clinician in Darwin, I am responsible for developing and conducting training programs for health and other professionals within the centre including administrative/reception personnel, nurses and doctors. Whilst involved in staff orientation and induction, I carefully define the requirements of the staff member's position, providing clear direction, setting and recording goals and milestones and identifying training requirements.

APPOINTMENT CRITERIA

1. Ability to travel away from home.

I am flexible and willing to travel away from home. My adaptability can be demonstrated working in metropolitan and remote areas throughout most states of Australia.

2. Current 'C or C-A' class drivers licence.

I hold a current C Class QLD Driver's Licence.