



**Recruitment  
Information Package.  
Assisting you in your application to join  
our team.**

**[www.ireach.org.au](http://www.ireach.org.au) - (08) 8531 1303**

**Vacancy Information:**

*“Healthy and resilient people and communities”*



**Position:** *Living Well With Chronic Pain Community Coordinator*

**Salary:** *Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options, five weeks Annual Leave, and a flexible and supportive working environment*

**Status:** *Part Time FTE 0.4*

**Closing Date:** *10<sup>th</sup> May 2024*

*iREACH Rural Health (formerly Murray Mallee GP Network) provides health services in regional South Australia. Our team continues to grow, and this exciting opportunity will allow the right candidate to make a difference in our communities.*

**To learn more about our organisation, visit: [www.ireach.org.au/About-Us](http://www.ireach.org.au/About-Us)**

#### **About the role:**

***An exciting opportunity has arisen within our growing organisation.***

- Delivering health services for people with chronic pain conditions
- Delivering non-pharmacological interventions for chronic pain, both as an early intervention and for longer-term conditions.
- Improve the outcomes for the targeted population by coordinating support, understanding access to services and addressing psychosocial factors related to chronic pain.

#### **About You:**

- Relevant qualifications as a Registered Nurse, or suitably experienced professionals in Social Work, Health, or Human Services
- National Police Check
- Department of Human Services Vulnerable Person Related Employment Screening checks - or be willing to obtain.
- Previous experience in delivering group programs, care coordination and knowledge of chronic disease would be highly regarded.
- Experience working with vulnerable populations and understanding trauma-informed practice is an advantage.

#### **What's in it for you?**

- A flexible and supportive working environment
- A competitive salary in recognition of your qualifications and experience
- Modern and welcoming office spaces
- Five weeks of annual leave
- Supported training opportunities.
- Generous salary packaging options to increase your take-home pay.
- Birthday Leave – a paid day off to celebrate.

#### **Applications close Friday, 10<sup>th</sup> May 2024**

- A letter application addressing the job and person specifications and a copy of your resume should be forwarded with the names of two current referees, to the Clinical Services Manager, Lisa Courtney, via email at [admin@ireach.org.au](mailto:admin@ireach.org.au)
- Incomplete applications will not be considered

***Applications are reviewed as they come, so do not wait for the closing date, apply today!***

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**Applicants who are interested in additional hours and who have suitable qualifications for our other advertised position are encouraged to discuss this with the Clinical Services Manager.**

*For more information, contact **Lisa Courtney, Clinical Services Manager on 8531 1303.***

*We are an equal opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities, including Aboriginal and Torres Strait Islander people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities.*

This information package contains information about the iREACH Rural Health Inc, and guidelines on submitting your application.

You will find within this information package:

- **An overview of the iREACH Rural Health Inc**
- **Position Description & role requirements.**

### **How to apply:**

Applicants are requested to send a copy of your resume, and letter addressing the job and person specifications and forwarded with the names of two current referees, to the Clinical Service Manager, Lisa Courtney via email [admin@ireach.org.au](mailto:admin@ireach.org.au)

### **About Us:**

Established in 1995 as the Murray Mallee Division of General Practice, the organisation has evolved to become the **iREACH Rural Health**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

### **Youth Mental Health:**

We are the lead agency for headspace Murray Bridge, headspace Mt Barker and headspace Victor Harbor which provides holistic early intervention services through a range of primary health care providers and consortium partners.

### **Mental Health Team**

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Mannum, Tailem Bend and Meningie.

### **Demography:**

The iREACH Rural Health is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

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The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees, and interns within our practices.

The iREACH Rural Health is fully accredited under TQCSI. Our accreditation status is oversights and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain, and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

iREACH Rural Health abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to: <http://www.ombudsman.sa.gov.au/isg/>

### **Seeking employment with the iREACH Rural Health:**

Job seekers considering employment with the iREACH Rural Health should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant's suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position's requirements. The person who is best able to demonstrate the match of their knowledge, skills, and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the iREACH Rural Health.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the iREACH Rural Health, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.
- 2) A resume may be attached to an application, but it should complement the information provided in the application and focus on the broader skills and competencies
- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.
- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no

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specific requirement, unless otherwise stated.

However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.

- 5) Follow the application instructions provided, complete any forms, and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.
- 6) Try to find out as much information as possible about the agency. The iREACH Rural Health website [www.mmgn.org.au](http://www.mmgn.org.au) contains a lot of useful information.
- 7) Check and recheck your application document, do not rely on your computer's "spell check". Get a friend or family member to read the document.
- 8) If you are invited to an interview, it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e., dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, [www.workplace.gov.au](http://www.workplace.gov.au)

## JOB AND PERSON SPECIFICATION

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**Title of Position:** Living Well With Chronic Pain Community Coordinator

**Classification Code:** RN / HPSO / MMGPN 1/2 (or equivalent) - MMGPN EBA 2017  
(Dependent on qualifications and experience - salary sacrifice arrangements are available)

**Status of Employment:** Contract Position

Approved by Chief Executive Officer: February 2024

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### COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

During the period of government health reform from 2013-14, the organisation evolved to become an independent provider of primary health care services, predominantly funded through the Country SA Primary Health Network (PHN) and other levels of government and Medicare-funded services.

Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

Our core business includes primary health, mental health and AOD health services to our local communities. In addition, we offer outreach services to smaller and geographically isolated communities and provide services at low or no cost to clients.

The organisation is administered from its premises in the Rural City of Murray Bridge. Clinical services are provided on-site, with a serviced reception area and consulting rooms utilised by a range of private and project-funded allied health professionals. In addition, youth mental health and drug and alcohol services are provided through the **headspace** Murray Bridge (and the **headspace** Victor Harbor satellite site) and **headspace** Mount Barker.

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Outreach services are provided to larger towns, including Mannum, Meningie, Tailem Bend and Karoonda. One of our most outstanding achievements has been the significant improvement in access to allied health services for our isolated rural communities.

iREACH employs or contracts a range of allied health workers within its suite of funded programs and private providers. This includes nurses, psychologists, social workers and AOD Workers. In addition, organisational and clinical managers support the qualified and experienced allied health workforce; and comprehensive program guidelines, policies and procedures.

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## **JOB SPECIFICATION**

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At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

### VISION

Healthy and resilient people and communities

### CORE VALUES

Inclusivity and diversity

Respect and compassion

Empowerment

Innovation

Connection

Hope

### **1. Purpose**

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and it is anticipated that individual roles will change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

### **2. Role Description**

The Living Well With Chronic Pain Community Coordinator will use their professional knowledge, clinical experience and stakeholder engagement skills to implement the key deliverables of the iREACH Chronic Pain Service. The role will have a particular focus on:

- Activities that increase community knowledge about chronic pain, including evidence-based assessment, treatment and management approaches.
- Coordinating access to early intervention assessment, treatment and life-skills modalities for people experiencing chronic pain before further deterioration occurs.
- Coordinating the delivery of GP education and information sessions to increase knowledge and skills for chronic pain management. A particular focus of these sessions will be strategies to decrease the rate of opioid prescriptions.
- Activities that enhance the confidence of chronic pain sufferers to continue living the 'best life' they can.

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- Facilitating a local group of chronic pain 'champions' that will build ongoing community capability and provide a signposting service for individuals experiencing a range of pain-related disorders or distress.

### **3. Role Accountabilities**

#### **Service development**

- Develop an early intervention chronic pain service, specifically to assist people before long-term disability occurs, and provide alternative approaches to reduce the risk of over-reliance on opioid and/or benzodiazepine medications within the target group.
- Link at-risk individuals (or those who have recently experienced an accident or injury likely to render them susceptible to chronic pain conditions) with the:
  - iREACH Low-Intensity Cognitive Behaviour Therapy (LiCBT) Coach to undertake the LiCBT Chronic Pain module.
  - Stepping Into Change Walking group
  - Low-intensity exercise group
- Plan and deliver a regular psychosocial group program to enhance physical health, reduce the risk of developing chronic diseases, and foster social connection. Group interventions may include dietary, lifestyle, health conditions and mindfulness-based approaches.

#### **GP support and education**

- Develop and provided as needed a basic GP practice education package to support GPs and Practice Nurses in the use of the Örebro Musculoskeletal Pain Questionnaire (ÖMPQ), which helps identify patients at risk of developing persistent back pain problems and related disabilities.
- For those individuals who score highly on the ÖMPQ, the Community Coordinator is responsible for facilitating access to the iREACH Low-intensity CBT Chronic Pain Coach.

#### **Community engagement**

- Actively engage key stakeholders in the Murraylands region to improve community knowledge of evidence-based practice approaches to chronic pain management.
- Seek to build early intervention and chronic pain management capacity by facilitating networking and information-sharing between health professionals (including pharmacists, physiotherapists, psychologists and the Flinders Medical Centre Chronic Pain service), community groups and more informal social media networks.
- Support the emergence and recognition of Chronic Pain Lived Experience Champions, informally recruited throughout the program's life.

### **4. Key Performance Indicators (KPIs)**

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee's performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

### **5. Delegated Authority**

The employee is required to comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.

### **6. Customer Service**

It is the responsibility of all employees of iREACH to maintain agreed customer service standards to both the external and internal customer base.

### **7. Reporting/Working Relationships**

- The Living Well With Chronic Pain Community Coordinator is accountable/reports to the iREACH Mental Health AOD Clinical Services Manager.

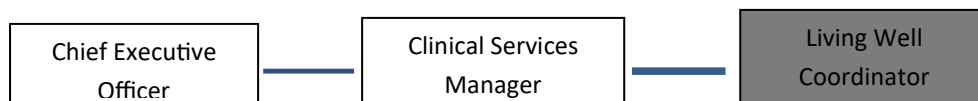


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- Provides chronic pain management education and support to members of the Mental Health and Alcohol Other Drug (MHAOD) clinical team.
- May be required to represent iREACH at local, regional, state and national meetings and conferences or other relevant pain management forums.
- Participate in Performance Review & Development Appraisals at least every 12 months.
- The Living Well With Chronic Pain Community Coordinator is responsible for practising within the iREACH core values. This includes all iREACH policies, procedures and protocols, as well as to the standards and competencies of the incumbent's professional discipline.

### **8. Organisational Chart**



### **9. Special Conditions**

- The incumbent may be required to work remotely on occasions, as negotiated with the Clinical Services Manager and according to the organisation's Working from Home procedure.
- Workdays will be negotiated between the Clinical Services Manager and the position incumbent. Some flexibility and variation in regular workdays may be required, depending on the needs of GP practices concerning the practice education brief of the position.
- Some after-hours work may be required, for which time off in lieu of overtime may be taken.
- Exercise delegated authority in accordance with the Corporate Governance Policy: 'Delegation of Authority'.
- Some local and regional travel may be required, depending on the position's community engagement and GP practice education deliverables.

### **10. Child Protection**

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant will be required to demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening checks:
  - Working with children check (WWCC)
  - Vulnerable Person Related Employment Screening
- The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.

### **11. Work Health and Safety**

The Living Well with Chronic Pain Coordinator is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS
- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

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The employee is responsible for protecting their own health and safety at work, as well as co-workers & clients.

The employee is responsible for abiding by the organisation’s WH&S policies and direction as set out in iREACH’s Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

## **12. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES**

### **TEAMWORK**

The Living Well With Chronic Pain Community Coordinator will:

- Work effectively and collaboratively with colleagues and service partners, in accordance with the values and philosophy of iREACH, to deliver agreed objectives.
- Participate in team or management meetings that are relevant to project deliverables.
- Maintain a high level of professionalism in all interactions.
- Engage in professional development activity and quality improvement processes, and attend training as necessary to meet changing needs, new technology developments and service requirements.
- Actively support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan.

### **QUALITY ASSURANCE**

The Living Well With Chronic Pain Community Coordinator supports the development and implementation of initiatives to foster continuous quality improvement and assurance:

- Contribute to best practice standards of primary health care service delivery through supporting the development and implementation of quality management systems, evaluation and reporting
- Ensure the application and fostering within the workplace of the relevant Federal and State Legislation principles, policies & procedures of:
  - ⇒ equal opportunity
  - ⇒ fairness
  - ⇒ honesty and respect
  - ⇒ work-health & safety
  - ⇒ professional Codes of Conduct and Ethics

### **COMPLIANCE**

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for the iREACH core values

## **13. PERSON SPECIFICATION**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Technical (including qualifications)**

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- A relevant tertiary clinical qualification and registration with the Australian Health Practitioner Regulation Agency (AHPRA). Specifically:
  - Registered Nurses (must be registered with AHPRA)
  - Psychologists (must be registered under the provisions of the Psychological Practices Act, 1973 and registered with AHPRA)
  - Occupational Therapists (must be registered with AHPRA)
  - Other professional disciplines may be considered for the position, depending on relevant experience, personal abilities and attributes.
  - Person working towards a relevant qualification with relevant experience.
- Able to demonstrate and articulate an understanding of chronic pain treatment strategies that focus on improving the quality of life, especially those integrating lifestyle, behavioural and physical treatments.
- Able to demonstrate and articulate an understanding of community development and stakeholder engagement principles.

### **Experience**

- At least two years post-graduate experience in primary health care or pain management related practice settings.
- Experience working with a multi-disciplinary team setting to enhance biopsychosocial outcomes for clients/patients.

### **Personal Skills/Abilities**

- Demonstrated community engagement and networking skills.
- Ability to work developmentally with colleagues, to sustain a learning culture and to inspire ongoing quality improvement.
- Demonstrated ability to take initiative and meet deadlines in a work environment that often involves competing demands.
- Ability to work with and relate well to general practitioners, allied health care providers and patients, consulting and liaising when required.
- A highly motivated personality. A "self-starter."
- Proven skills in decision making, problem-solving, time management and setting priorities to achieve project deliverables.
- Ability to interpret appropriate clinical screening questionnaires and other pain management assessment tools.
- Well-developed communication skills, both verbal and written, including sound clinical documentation.
- Computer literacy, particularly in the effective use of Microsoft Office and related programs. In particular, competent skills in Microsoft WORD, Outlook, Excel and Powerpoint.
- Ability to undertake consultation and liaison when required.
- Knowledge and skill in confidentiality and how it applies to healthcare, professional and ethical boundaries.

### **Knowledge**

- An awareness of key Australian peak bodies and advocacy groups, such as the Australian Pain Management Association (APMA) and Painaustralia.
- Knowledge and understanding of primary health care and social services, structure, funders, clients and other stakeholders.
- A sound understanding of current therapies for assessing treatment and management of chronic pain.
- An understanding of cognitive behaviour therapy (CBT) approaches to chronic pain management and the chronic pain cycle.
- An experience of population/health data collection and analysis
- Knowledge of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the Work Health & Safety Act

### **DESIRABLE REQUIREMENTS**

#### **Experience**

- Post-registration clinical experience in either a mental health or alcohol other drug (AOD) service.



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- Experience in working with community members from diverse social, cultural and linguistic backgrounds

**Knowledge**

- Knowledge of current Medicare item numbers and business pathways that can assist general practice to deliver improved mental health care

*The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.*

**End**