



## Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

# Job Description Form Field Officer

## Vision Statement

**Aboriginal people in Kununurra** and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

## The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

## Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

## Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



### Community

We bring our connection with community to everything we do



### Respect

We show respect for a people, cultures and backgrounds



MY MOB

### Passion

We are deeply motivated to achieve outcomes



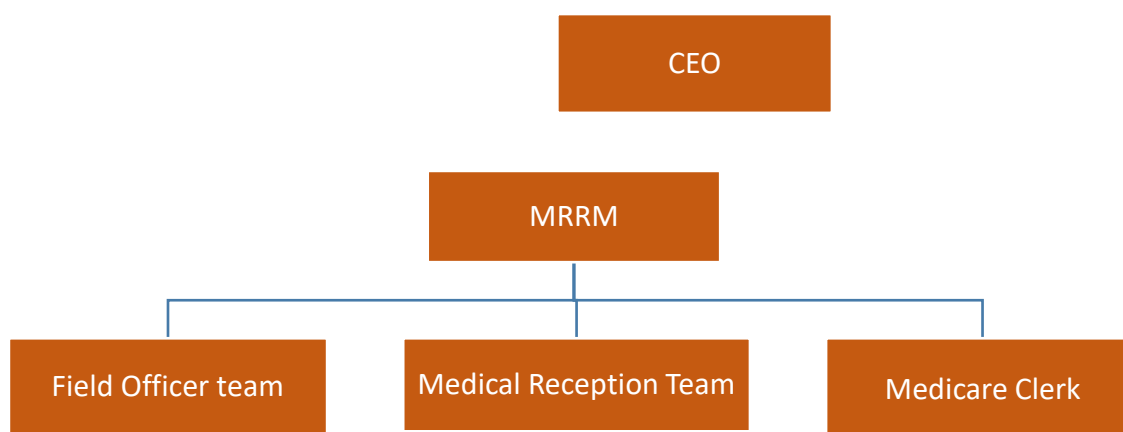
HEALTH & WELLBEING

### Equality

We strive for equality, fairness and empathy for all people

<b>Position Title</b>	Field Officer
<b>Work Group</b>	Medical Reception
<b>Work Unit</b>	<ul style="list-style-type: none"> <li>- Medical Reception</li> <li>- Patient transport</li> <li>- Clinic</li> </ul>
<b>Reports To</b>	Medical Records and Reception Manager (MRRM)
<b>Direct Reports</b>	0
<b>Award / Agreement</b>	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
<b>Award Classification</b>	Driver, Level 2 (\$68,307)
<b>Approved by CEO</b>	2025

### Team Structure



### Position Purpose

This position works as a part of the OVAHS clinical team by providing safe and efficient transport of clients, goods, correspondence, and pathology. OVAHS aims to provide quality and patient focused health care with a focus on ensuring care is on the needs of Aboriginal patients within the context of their cultural identity, family, and social circumstances.

**Please note:** Due to the nature of the Field Officer role, applicants must identify as Aboriginal and/or Torres Strait Islander as a genuine occupational qualification in accordance with section 50 (d) of the Equal Opportunity Act (1984).

## Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of the Field Officer is aligned with all four Strategic Goals.



POSITIVE  
CHANGE

### Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &  
WELLBEING

### Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT  
COMMUNITY

### Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY  
TOGETHER

### Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

## Key Stakeholder Relationships

### External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

## Responsibilities of this Position

1. Be accountable for the safe, efficient, and effective use of resources, including assisting with forward planning for OVAHS.
2. Work closely with the Medical Records & Reception Manager and Medical Receptionists throughout each day to provide transport services.

3. To assist fellow staff members with information about community, cultural and language matters that are relevant to client care.
4. Daily duties:
  - Maintain passenger statistic sheet of clients that have been transported and give to Medical Records & Reception Manger at the end of each working week.
  - Notify Medical Reception or Clinical staff if client is not at home or refuses to come into OVAHS on recall or for appointment on the drivers pick up list, action will be recorded on the drivers pick up list daily.
  - Maintain daily Patient Recall letters delivery list and give to Medical Records & Reception Manager once completed, and ensure transport is arranged for clients if required by Medical Reception.
  - Check fuel level at beginning and end of each day, see Practice Nurse Manager or CEO for fuel card if required, and give receipt to admin.
  - Carry mobile phone, ensure it is always charged and on during working hours to remain in contact with OVAHS, for business purposes only.
  - Transport clients, medication, goods, correspondence, and pathology by the quickest possible route.
  - Assist Specialist Clerk in arranging and delivering appointments cards.
  - Assist Practice Nurse Manager and Reception Manager with additional clinic related tasks.
  - Support clients, who require assistance, to get in and out of vehicles and into the clinic or their home.
  - Maintain the OVAHS vehicle allocated to you. Ensure it is clean and tidy at the beginning and end of each workday.
  - Notify Operations manager and lodge on LOGIQC QMS any need for repairs to OVAHS vehicles.
  - Notify management immediately of any accidents in involving clients or damage to OVAHS vehicle.

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### **Quality Management System**

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

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### **General**

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
  - Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
  - Attend and participate in professional development activities including workshops and training as required.
  - Attend and participate in Employee Development Days.
  - Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
  - Identify and assist to reduce Work Health and Safety hazards and risks.
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- Follow the reasonable direction of Work Health and Safety representatives.

### Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisation's performance development framework.

Key Result Area	Key Performance Indicators
<b>Compliance &amp; Reporting</b>	<ul style="list-style-type: none"> <li>• Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Sound financial management and cost control, ensuring the effective management of all Work Unit expenditure against pre-approved budgets.</li> </ul>
<b>Quality Management System (QMS)</b>	<ul style="list-style-type: none"> <li>• Ensure all tasks assigned to this position are completed within a six (6) week period.</li> <li>• Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.</li> </ul>

### Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

#### Qualifications, Skills, Experience and Knowledge

##### Essential

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community (if a 50D position).
- Possess a "C" driver's license.
- Knowledge and understanding of the issues pertaining to the health of Aboriginal people in rural and remote areas.
- Proven abilities to be organised and use work time effectively.
- Willingness to comply with WHS legislation and the Road Traffic act.
- Demonstrate effective written and interpersonal communication skills.
- Willingness to share, with other staff members, knowledge of the local community and culture that is relevant to client care.
- Demonstrate the ability to function as a team member and to follow direction.
- Able to provide courteous and client focused services.

Are able to work for short periods under extreme weather conditions when on outreach and community visits.

**Desirable**

- Previous experience as a driver or field officer.

**EMPLOYMENT SCREENING**

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check
- Working with Children Check
- AHPRA Verification Check
- Driver's License
- National Disability Insurance Service Check
- Other