



Position Description



Position title	Aboriginal Health Coordination Consultant (First Nations Identified Role)
Responsible to	Associate Director, Primary Care Development
Responsible for	Aboriginal Health Coordination Consultant Trainee
Location	Wollongong, Nowra, Fyshwick or Moruya
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy
Acknowledgement of Country	COORDINARE South Eastern NSW PHN, acknowledges the Traditional Owners and Custodians of the lands across which we live and work. We pay our respects to Elders past, present and emerging, and acknowledge Aboriginal and Torres Strait Islander peoples' continuing connection – both physical and spiritual – to land, sea and sky.

About us

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities.

We focus our efforts on those who face the biggest inequities. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need.

We will also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our purpose

To improve the health of communities in South Eastern NSW.

Our priorities

Our three objectives and key priorities are:

1. **Accessible care** – by improving access to services such as mental health, alcohol and other drugs, chronic conditions, after hours and urgent care- especially for priority groups.
2. **Systemised care** – by strengthening linkages between primary care and the broader health system. We support general practice and commission coordination and navigation services that guide individuals through their health care journey.
3. **An activated community** – by fostering health across the lifespan, addressing the social determinants of health, increasing prevention activities, and improving community resilience and social connectedness.

As a growing, innovative, and resilient organisation, we achieve our priorities through our strengths in:

- Consumer engagement
- Professional capacity
- Financial resilience
- Communications and influence
- Research and evidence
- Data and IT capability

Our values

- We build trusted and meaningful relationships
- We respect and include diverse voices
- We act with integrity
- We embrace change with purpose

Our processes

COORDINARE commissions services from our stakeholders, rather than providing services directly. Commissioning involves starting with understanding our communities' needs, identifying commissioning opportunities and then gauging the impact of our initiatives on the community.

COORDINARE uses population health data, and input from our two GP-led Clinical Councils, the Community Advisory Committees, the Aboriginal Health Councils, general practices, and through our strategic alliances with the Local Health Districts, to identify needs, set clear local priorities, and implement government initiatives.

Purpose

This role provides cultural guidance to strengthen the delivery, accessibility, and cultural safety of primary health care for Aboriginal and Torres Strait Islander peoples across South Eastern NSW.

Specifically, this role will work to support PHN activities that improve cultural safety and capability in mainstream primary health care services through leading key projects and providing advice and guidance to internal stakeholders. This includes a strong focus on developing and maintaining strong collaborative relationships with ACCHOs, AMSs, and First Nations communities across the South Eastern NSW Communities and supporting PHN collaborative work in the Aboriginal and Torres Strait Islander space with the LHDs.

Using deep cultural knowledge, strong community relationships and a sound understanding of primary care and PHN systems, the role supports mainstream providers to embed culturally safe, person-centred and strengths-based approaches within service delivery, planning, commissioning, and continuous improvement.

Key accountabilities

- Developing and contributing to strategies that strengthen the capacity of mainstream primary care providers to deliver culturally safe care for Aboriginal and Torres Strait Islander peoples.
- Facilitate and support sector engagement, including coordinating and contributing to cross-provider planning forums, to strengthen collaboration, identify service improvement opportunities and support integrated approaches to care.
- Support strategies that increase awareness, access and appropriate uptake of Aboriginal and Torres Strait Islander programs and services for eligible Aboriginal consumers.
- Foster strong GP and practice engagement in Aboriginal and Torres Strait Islander health outcomes include practice visits, virtual meetings and participation in GP networks with a focus on improving Aboriginal health outcomes.
- Work collaboratively with Health Coordination Consultants to maintain engagement with general practice and support culturally safe referral pathways and quality improvement initiatives.
- Provide cultural and subject matter advice across the PHN to inform the development of cultural capability initiatives, quality improvement activities and Aboriginal and Torres Strait Islander resources relevant to primary health care and other PHN programs. Support of these initiatives may involve leading PHN programs/grants, contribution to development of EOI processes, panel sessions and support of commissioned providers.
- Provide an Aboriginal lens and advisory input to other PHN portfolios as appropriate, and represent COORDINARE in relevant external forums, working groups or panels.
- Contributes to the development and implementation of the COORDINARE Aboriginal Health Framework.
- Facilitate culturally appropriate engagement processes, including conversations and yarning, with Aboriginal and Torres Strait Islander stakeholders to support co-design of PHN programs and initiatives, ensuring Aboriginal community perspectives inform planning and decision-making.
- Identify and contribute to opportunities to enhance and support Aboriginal health workforce across the region, including supervision or mentoring of trainees or early career staff within COORDINARE as opportunities arise.
- Provide regular, timely and high-quality reporting to the Aboriginal Health Council and relevant internal governance groups.

Core skills and capabilities

- **Cultural Knowledge and Leadership**
Ability to apply strong cultural knowledge and lived experience to guide planning, commissioning and service improvement, particularly within mainstream primary health care settings.
- **Community Engagement and Relationship Building**
Demonstrated capability to build and sustain respectful relationships with Aboriginal communities, Elders, ACCHOs, AMSs and service providers.
- **Health System, Program and Policy Understanding**
Sound understanding of primary health care systems, PHN commissioning and the policy environment relevant to Aboriginal and Torres Strait Islander health.
- **Stakeholder Engagement, Influence and Facilitation**
Ability to work effectively across diverse clinical, community and organisational stakeholders, navigate complex or sensitive issues with diplomacy, and influence culturally safe approaches to care. Awareness that

this role may at times operate in environments without the presence of other Aboriginal or Torres Strait Islander staff.

- **Program Coordination, Implementation and Planning**
Capacity to support the planning, delivery and continuous improvement of culturally appropriate primary health care initiatives and integrated service models.
- **Communication, Advisory and Reporting Skills**
Strong written and verbal communication skills, with the ability to provide clear cultural advice, prepare high-quality reports and engage effectively with internal teams, providers, and community partners.
- **Digital, Data and Information Management**
Ability to use digital tools for planning, reporting and communication, alongside an understanding of respectful and culturally appropriate approaches to Aboriginal and Torres Strait Islander data and information.
- **Workforce Development and Mentoring**
Demonstrated capability to support, guide and mentor an Aboriginal Health Coordination Consultant Trainee, contributing to skill development, professional growth, and culturally safe practice.

Key relationships

Internal:

- Primary Care Development team
- Community and Systems Collaboration team
- Wellbeing & Priority Populations team including ITC contract managers
- Aboriginal Health Councils
- Business team.

External:

- Aboriginal Community Controlled Health Organisations (ACCHOs)
- Aboriginal Medical Services (AMSS)
- Local GPs and mainstream primary care providers
- Local peak bodies and partner organisations including ISLHD and SENSWLHD
- Other commissioned service providers.

Key challenges

- Strengthening and maintaining effective collaboration between ACCHOs, mainstream providers and other stakeholders across a geographically diverse region.
- Supporting mainstream services to deliver culturally safe, accessible care aligned with program and policy expectations.
- Ensuring consistent, high quality program delivery within a multi provider environment.
- Navigating diverse community perspectives whilst maintaining respectful, culturally appropriate engagement.

Key outcomes

- Strengthened trust and collaboration between COORDINARE, Aboriginal and Torres Strait Islander communities, ACCHOs, AMSS, LHDs and mainstream providers.

- Increased cultural safety and capability across mainstream general practice, reflected through improved identification of Aboriginal status and greater uptake of Aboriginal-specific MBS items (e.g., 715 health assessments).
- Improved cultural safety and capability within mainstream primary health care, reflected in improved identification of Aboriginal status and increased appropriate use of Aboriginal-specific MBS items.
- Delivery of cultural capability initiatives that support sustained general practice change.
- Effective implementation of Aboriginal health priorities, with measurable progress against agreed milestones.
- Timely, high quality reporting to the Aboriginal Health Council and internal governance groups when required.
- Contribution to Aboriginal workforce development through mentoring and support of trainees or early-career staff as opportunities arise.

Selection criteria

Area	Specific requirement
Qualifications	Tertiary level qualification or equivalent relevant experience in Aboriginal affairs and/or in a health/primary care setting. Preferably in a role that has focused on improving Aboriginal health.
Registration and licensing	Australian Drivers Licence
COVID-19 vaccination compliance	It is recommended that COORDINARE employees have completed at least 2 doses of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA).
Knowledge and experience	<ol style="list-style-type: none"> 1. Identify as being of Aboriginal and/or Torres Strait Islander descent. 2. Extensive experience working in Aboriginal affairs and/or primary health care, with a strong focus on improving health outcomes for Aboriginal and/or Torres Strait Islander peoples. 3. Deep understanding of the holistic concept of Aboriginal health and the social, cultural, and historical determinants that impact wellbeing, alongside knowledge of effective, strengths-based approaches to improving health equity 4. Demonstrated ability to apply cultural knowledge to provide strategic, practical, and culturally responsive advice that informs service delivery, workforce capability, and system redesign. 5. Proven ability to establish and maintain respectful, collaborative partnerships with Aboriginal communities, Aboriginal health organisations, and key stakeholders to drive shared outcomes 6. Strong interpersonal skills with the ability to influence, engage and collaborate across teams and with decision-makers to support culturally safe practice and strategic alignment.

	<p>7. Demonstrated connection to and knowledge of local Aboriginal communities, including the ability to represent community voices in a respectful and empowering way.</p> <p>8. Proficient in the use of digital tools and platforms for communication, project management, reporting and presentations, with the ability to effectively capture and communicate outcomes.</p>
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COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

We support Hybrid Working, so it is expected on average 40% of your work time should be spent at a COORDINARE location to achieve the exemplary depth of relationships, connection, and collaboration as desired.

Successful applicants must have the right to work in Australia.

Successful applicants must have access to a comprehensively insured motor vehicle and a willingness to travel as part of this role, including overnight stays.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.		
Employee's name:	Employee's Signature:	Date:
Supervisor's name:	Supervisor's Signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
Aug 2020	1	Director, Consumer Participation	CEO	New position
July 2024	2	Associate Director, Primary Care Development	Director, People & Culture	Updated for recruitment and position title change
May 2025	3	Associate Director, Primary Care Development	Director, People & Culture	Review of key accountabilities as part of the PDP process
March 2026	4	Medical Director IS	CEO	Updated for recruitment and position title change