



Murray Valley Aboriginal Cooperative

87 Latje Road, Robinvale VIC 3549

03 5026 3353 | info@mvac.org.au

mvac.org.au



Murray Valley Aboriginal Cooperative was established in 1974 with a clear vision to provide Health, Housing and Child Care / Education to our Community. MVAC is now the largest service provider in Robinvale and welcomes you to apply for this position.

MVAC is committed to Safety and through compliance to our Standards we strive to embed this commitment throughout the organisation. Compliance to these standards is a mandatory requirement for all staff members. This Position Description provides our employees with specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability towards the achievement of our values and mission.

We are a flexible organisation and as such we expect individual roles will change over time, and position descriptions will change with them. Position descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

Position Title	ITC- Care Coordinator
Purpose	The Integrated Team Care- Care Coordinator is responsible for coordinating holistic, person-centred care for MVAC clients with chronic and complex health and psychosocial needs, working closely with the Primary Health Network (PHN), local hospitals, general practices, and community services to improve care pathways and health outcomes for Aboriginal people. The role provides navigation, care planning support, and system coordination, ensuring that services are culturally safe, timely, and responsive to community priorities.
Cost Centre	Health
Management Hierarchy	Team Member
Classification – Full or Part-time (%)	Part-Time
Scope or Purpose of Position	MVAC Health Service
Contractual Employment Period	All positions at MVAC are subject to funding and the satisfactory completion of the probation period.
Reports to Secondary	Executive Director of Programs
Award	Aboriginal and Torres Strait Islander Health Award [MA000115]
Child Safety	MVAC aims to ensure the safety and well-being of children and youth throughout our organisation in line with current Child Safety Standards. In order to achieve this, MVAC has implemented all necessary legislation, regulations and guidelines pertaining to child safety at all levels of operation through policies and procedures. Management Responsibility: Priorities the safety and wellbeing of children to your staff.

	<p>Regularly review the 11 standards at staff meeting level.</p> <p>Staff and Volunteers Responsibility:</p> <p>Priorities child safety.</p> <p>Implement the Child Safety and welling policies.</p> <p>Speak up about child safety.</p>
Salary or Compensation Rate (including superannuation)	<p><i>Note: Salary or compensation rates and conditions may be reviewed and considered at the annual performance review session only; notwithstanding any due increases in the respective over-riding award any or all adjustments in compensation conditions lies with the CEO, only, and no other agent of MVAC including the Direct Performance Reviewer.</i></p>
Salary Packaging	Available
Time Fraction Per Week	<p>Fulltime employees will work 34 hours per week over a 52-week year, and between the following weekly operating hours:</p> <p>Monday – Thursday: 9:00am – 5:00pm.</p> <p>Friday: 9:00am – 4:00pm.</p> <p>Closed Weekends, and National or Victorian Public Holidays.</p> <p>Breaks:</p> <ul style="list-style-type: none"> - 1-hour unpaid meal break if working for more than 5 hours. - 10 minutes each for morning and afternoon tea if working for every 4 hours. <p><i>Note: An employee may be requested to work hours outside the above times but may also have the right to refuse such request depending on the situation. Any excess hours maybe recognised by TOIL or direct payments, but not until it has been authorised by the CEO only.</i></p>
Required Pre-Employment Conditions or Screening Checks	<p>All MVAC employees, prior to appointment, are required have and maintain a WWCC and police check (no older than three months before application)</p> <p>In addition, the following information must be provided:</p> <ul style="list-style-type: none"> - <i>A current unrestricted drivers' licence, (if required in your business area)</i> <p>The following must be completed in the first 3 months of employment:</p> <ul style="list-style-type: none"> - <i>Child Safety Training</i> - <i>MVAC Code of Conduct</i> - <i>MVAC Feedback and Complaints</i> - <i>Work, Health and Safety</i> - <i>Smoking, Vaping, Drug and Alcohol-free Policy training</i> - <i>MARAM - if required</i> - <i>First Aid Certificate (code finishing in 0003 or greater),</i>
Primary Position Location	MVAC Offices, 87 Latje Road, Robinvale
Secondary Locations (If any)	As required
Probation Period	<p>Six months after initial appointment; it can be deemed shorter at the discretion of the CEO only.</p> <p>During any probation period there will be two reviews undertaken; one approximately mid-way, and another two weeks before end of probation period at which time the employee could be come permanent for the terms of the funding</p>

	source or have their probation period extended or their contract of service terminated.
Performance Review Timing	Once an employee has had their contract of service confirmed and/or post the completion of the probation period there is usually a number of three-monthly performance / staff development reviews undertaken until the contract of service is completed or a new contract of service is renegotiated.
Direct Performance Reviewer	Executive Director of Programs
End of Contract Conditions	An end of contract can be deemed to have happened if the employee has resigned, retired, been terminated due to a breach of certain MVAC policies, and/or National or State legislations, or for other specific reasons stated in the contract of service. In most cases compensation maybe granted for an early completion of a contract of service.
Primary Legislation Position Operates Under	<ul style="list-style-type: none"> • Child Wellbeing and Safety Regulations • Child Wellbeing and Safety Act 2005 (the Act) • Child Safe Standards • Fair Work Act 2009 • Human Rights and Equal Opportunity Commission Act 1996 • Occupational Health and Safety Act 2017
Key Internal Relationships	<ul style="list-style-type: none"> • Board of Directors • CEO / Executive Management team • Human Resource Manager • MVAC Health Practice • MVAC Early Learning team • MVAC IFS and SEWB teams • Health Promotion and Maternal Health teams
Key External Relationships	<ul style="list-style-type: none"> • Consumer Affairs Victoria • MVAC Funding Bodies • LMARG • Swan Hill Shire Council • Robinvale District Health Service • Robinvale College
Key Accountabilities and Duties / Selection Criteria	<p>Key Responsibilities</p> <ul style="list-style-type: none"> ❖ Coordinate integrated care for identified MVAC clients by implementing GP-led care plans, arranging referrals, and facilitating case conferencing with PHN-commissioned and other providers. ❖ Work with MVAC clinical and community teams to identify at-risk clients (e.g. frequent hospital presentations, multi-morbidities) and proactively support follow-up after discharge, including warm handovers between hospital and primary care. ❖ Liaise with the PHN, Local Hospital Network and other partners to streamline referral pathways, clarify eligibility criteria, and reduce duplication across chronic disease, mental health, alcohol and other drug, aged care and NDIS programs.

	<ul style="list-style-type: none"> ❖ Support clients and families to understand their care plans, attend appointments, access transport and medical aids, and build self-management skills in collaboration with Aboriginal health workers and other team members. ❖ Contribute to data collection, reporting and evaluation requirements associated with PHN-funded and other integrated care initiatives, including monitoring key performance indicators and contributing to quality improvement projects. ❖ Participate in multidisciplinary meetings, network forums and partnership activities to strengthen local integrated care models and advocate for Aboriginal community priorities in regional planning. <p>Key selection criteria</p> <ul style="list-style-type: none"> ❖ Demonstrated understanding of Aboriginal and Torres Strait Islander cultures, with a commitment to cultural safety, self-determination and community-controlled health principles in all aspects of care coordination. ❖ Tertiary qualifications in health, social sciences or health management, and experience in primary health care, community health, or related project/coordination roles; eligibility for professional registration (e.g. nursing or allied health) is desirable but not essential. ❖ Demonstrated experience in care coordination or complex case management, including working within multidisciplinary teams and across organisational boundaries to support people with chronic and complex conditions. ❖ Well-developed communication, negotiation and stakeholder engagement skills, with the ability to build effective relationships with Aboriginal clients, families, Elders, internal MVAC programs, PHN staff, general practices and hospital services. ❖ Strong organisational and analytical skills, including the ability to manage competing priorities, use clinical and population health data, and contribute to commissioning, reporting and evaluation activities. ❖ Ability to travel across the MVAC catchment as required and hold a current driver's licence. <p>Organisational relationships and conditions</p> <ul style="list-style-type: none"> ❖ Reports to: MVAC Clinical or Primary Health Manager (or Quality and Integrated Care Manager, depending on local structure). ❖ Works closely with: MVAC GP and nursing teams, Aboriginal health workers and practitioners, social and emotional wellbeing teams, PHN program staff, local hospital care coordinators and external allied health providers. ❖ Employment conditions: Position is funded through a PHN integrated care initiative and is subject to ongoing funding; classification and salary to align with MVAC's enterprise agreement and relevant modern awards.
Essential clinical accountabilities	<p>Culturally safe, person-centred practice</p> <ul style="list-style-type: none"> ❖ Provide safe, respectful, holistic care that recognises the cultural values, beliefs and rights of Aboriginal and Torres Strait Islander peoples, and supports community control and self-determination. ❖ Work collaboratively with Aboriginal Health Workers/Practitioners and community members to ensure services are culturally secure and responsive to local needs. <p>Professional and ethical practice within scope</p> <ul style="list-style-type: none"> ❖ Practise in accordance with Standards for Practice, relevant legislation, MVAC policies and clinical protocols, and accept accountability for own actions and decisions.

	<p>Clinical care and chronic disease support</p> <ul style="list-style-type: none"> ❖ Increasing the number of eligible Aboriginal clients enrolled in ITC who have a current GPCCMP in place ❖ Completing initial GPCCMPs and ATSI Health checks for new ITC clients within a timely manner ❖ Reviewing and updating GPMPs at least every 6–12 months, including updating goals, actions and involved providers <p>Care coordination</p> <ul style="list-style-type: none"> ❖ Maintaining regular contact with ITC clients (clinic, phone, outreach) to support their care plan and appointments ❖ Contacting clients after hospital discharge and arranging timely GP follow-up appointments ❖ Organising and participating in case conferences or joint planning meetings for clients with complex needs <p>Teamwork and communication</p> <ul style="list-style-type: none"> ❖ Actively participate as a member of a multidisciplinary team (GPs, RNs, Aboriginal Health Workers, allied health, visiting specialists) to ensure coordinated, high-quality care. ❖ Maintain effective, trauma-informed communication with clients, families, carers and colleagues, contributing to a safe and supportive clinic environment. <p>Documentation, data and digital systems</p> <ul style="list-style-type: none"> ❖ Maintain accurate, timely and confidential clinical documentation and data entry in the electronic clinical information system and other relevant platforms. ❖ Contribute to data quality for clinical reporting, funding and accreditation requirements, including use of recalls and care plan documentation. <p>Safety, quality and continuous improvement</p> <ul style="list-style-type: none"> ❖ Adhere to infection prevention and control, medication safety, cold chain, and workplace health and safety procedures at all times. ❖ Participate in clinical audits, incident reporting, risk management and quality improvement activities aligned with national standards and MVAC policies. <p>Professional development</p> <ul style="list-style-type: none"> ❖ Maintain mandatory competencies and engage in ongoing professional development relevant to Aboriginal health and primary health care nursing. ❖ Participate in supervision, performance review and education activities to sustain and develop clinical competence.
Essential Personal Qualities	<ul style="list-style-type: none"> - Understanding and respect of local Aboriginal History - Aboriginal Cultural awareness - Ability to communicate effectively - Ability to work independently
Random Drug and Alcohol Testing	MVAC has a policy on the usage of drugs and alcohol throughout all business centres and therefore management has a right to conduct random drug and alcohol testing, as needed or directed by either MVAC CEO or MVAC Board.
Privacy Requirements	All successful applicants will be required to acknowledge the existence and daily application of the MVAC Privacy Policy https://www.mvac.org.au/privacypolicy/ which have been developed in-line with the Privacy Act 1988 https://www.oaic.gov.au/privacy/australian-privacy-principles/
Disclosure of Information on	There is an obligation on all applicants to fully disclose, either in application and/or at interview, any prior or present medically related injuries or conditions that could

Pre-existing Injuries or Conditions	have a bearing on their ability to perform the duties and responsibilities of the position, as outlined in this Position Description, or potentially expose the employer to increased workplace-related liability in the future (see primary risk exposure section for guidance). Such information cannot be used by MVAC to discriminate the applicant in their consideration for suitability for the position, nor once employed in any performance reviews or promotion considerations https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law
Continuous Professional Development (CPD)	MVAC is a strong and active supporter of all employees undertaking opportunities to further enhance their professional, and personal skills and abilities within their area of employment. This development will be identified through the supervision process with your immediate manager. MVAC may provide this support through the conduct of internally or externally managed workshops.
Signature of Employee (once contract has been signed)	•
Name and Date:	•