

Regional Health Navigator

Department

Office of the CE

Responsible To

Chief Executive

The Role

The Regional Health Navigator provides services to eligible consumers who face barriers to accessing primary care for chronic condition management. Primarily, this service is a non-clinical, place-based service system navigation function to assist with access to appropriate and culturally safe support for people with Chronic Obstructive Pulmonary Disease, Chronic Heart Failure and Diabetes Mellitus.

The aims and objectives of this work are to:

- improve access to place and evidence-based models of care for underserved populations, underpinned by a robust clinical governance framework;
- provide holistic, culturally safe, person centred and coordinated care;
- strengthen coordination and integration of care, including integrating digital modalities;
- build workforce capability and capacity;
- build consumer health literacy and ability to self-manage, empowering individuals to be active participants in their health and wellbeing;
- improve consumer experience in navigating the health system;
- reduce Potentially Avoidable Hospitalisations and/or disease severity through timely and appropriate intervention, and
- contribute to the achievement of the quintuple aims.

Key Responsibilities

To provide a Regional Health Navigation service as a non-clinical, place-based service system navigation function by:

- working directly with Consumers to identify care plan goals and navigation needs;
- identifying available local and regional services relevant to those goals;
- linking Consumers to services and supports and work with services to reduce barriers to access;
- accepting referrals from Murray PHN HCCCM Providers and other local primary care providers;
- providing resources and information that are appropriate to the Consumer's language, literacy level, learning style, cultural norms and readiness for change;
- advocating for Consumers, including actively promoting the consumer voice in care choices; and
- undertake network relevant community and provider engagement activities that improve understanding of local pathways and navigation.

To support Eligible Consumers who face barriers to accessing health and social supports to:

- understand and implement their care plan goals; and
- find entry points, pathways, building service awareness and capacity to engage with the health system as needed to achieve their goals.

To deliver regional health navigation:

- face-to-face and through outreach where possible to improve access; and
- using the Delivery Mode set out in Your approved Work Plan to support Consumer access and continuity of care.

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To use strong communication and networking skills to facilitate seamless and integrated care pathways to enable the successful delivery of Regional Health Navigation.

To work collaboratively and communicate clearly with:

- the Consumer;
- HCCCM Providers and other relevant health care providers (including GPs); and
- relevant social supports and community services.

To accept and action eligible referrals to Regional Health Navigation from HCCCM Providers in accordance with the intake process described in the Work Plan.

To support the consumer to access an appropriate clinician or service. The role of the regional health navigator is not provide clinical care as part of Regional Health Navigation.

Further details are listed in the Health Connection and Chronic Conditions Management Services Provider Agreement between Murray PHN and Mallee Track Health and Community Service.

Key Selection Criteria

- Demonstrate flexibility and adaptability to deliver regional health navigation in the north west of the Murray PHN catchment and across a health continuum.
- Demonstrate advanced knowledge of the social, cultural and economic factors that impact the health outcomes of people with chronic diseases
- Demonstrate high-level communication skills to work effectively with clients, relatives and carers to support the clients' goals, health care needs and environmental factors and tailoring advice to suit these needs including developing/improving health literacy.
- Demonstrate skills in utilising data to development and implement quality improvement opportunities for cultural safety of the client
- Demonstrate an ability to critically analyse client and clinical systems data to inform service navigation and maximise efficient/effective service delivery.

Acknowledgement to Traditional Owners

We would like to acknowledge and extend our appreciation for the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples of the Wotjobaluk Nations, the traditional owners of the land that we live, play and work on and all other lands represented. We recognise that these lands have always been places of healing, learning and caring for elders. We pay our respects to leaders and Elders past, present and emerging for they hold the memories, the traditions, the culture and the hopes of all Indigenous Peoples. We express our gratitude in sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we may walk forward together in harmony and in the spirit of healing.

Our Vision

To be a leading rural health service - innovative, responsive, and sustainable -providing high quality care across early years, aged care, and community health, guided by the evolving needs of our communities.

Our Mission

We deliver health and wellbeing services across every stage of life, fostering thriving, resilient communities, and a workplace culture that values and supports our people.

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Our Services

Mallee Track Health and Community Service is a multipurpose service (MPS) for all Mallee Track Communities encompassing a total area of 18,000 square kilometres. The health services include General Practice Clinics and Urgent Care at Ouyen and Sea Lake, Acute and Sub-Acute inpatient and outpatient services at Ouyen and Sea Lake, Community Aged Care and Residential Aged Care at Ouyen and Sea Lake. The community services include Allied Health, Delivered Meals, Community Transport, Social Support and Leisure and Lifestyle activities for Ouyen and Sea Lake as well as Early Years education and care for Ouyen, Sea Lake, Underbool, Murrayville and Manangatang. Community development activities include Rural Outreach, Neighbourhood Houses and Community Wellness.

Our Values



- **Accountability** We define our expectations and are accountable for our actions.
- **Excellence** We set high standards and continually strive to improve on them.
- **Compassion** We treat everyone with care, respect and dignity.
- **Teamwork** We work collaboratively and in the spirit of partnership.
- **Integrity** We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency** We are open and honest and embrace positive change.

Public Sector Values

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to uphold these values.

- **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism, or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.
- **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment, and bullying; using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

Mallee Track Health and Community Service is a smoke free workplace

Quality Commitment

All team members share responsibility for maintaining quality standards and actively participating in quality improvement activities.

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Child Safe Organisation

Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

Occupational Health and Environmental Safety

All MTHCS employees will:

- Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment provided for health and safety purposes.
- Obey reasonable instructions given by MTHCS in relation to health and safety at work.
- Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
- Comply with all MTHCS OHS policies and procedures
- Ensure they do not interfere with or misuse anything provided in the interests of health and safety

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

Acknowledgement

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

Signed: _____ Date: ____/____/____
(staff member)

Print Name: _____

Signed: _____ Date: ____/____/____
(Service Area Coordinator)

Print Name: _____

☐ cc: Personnel File

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