

Position Description

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| Position Title | Asthma Educator – 1800 ASTHMA outbound and COACH™ | |
| Reports to | Manager – Consumer Support Services | |
| Principal Function(s): | Provide information, education, coaching and resources on asthma and linked conditions to support people with asthma and their carers. The Asthma Educator will provide intensive telephone coaching as a core part of the role, as well as deliver periodic education and training activities of Asthma Australia. | |
| Relationships: | <ul style="list-style-type: none"> • Manager – Consumer Support Services • Other Asthma Educators in AAL • Education and Training Unit • External stakeholders, including people living with Asthma and their carers | |
| Role Area | Responsibilities/behaviours | Performance Outcomes Sought |
| Support people living with asthma and their families through provision of information and telephone based support to better manage their asthma and reach their health goals (including 1800 ASTHMA outbound and the COACH™ program). | <ul style="list-style-type: none"> • Quality implementation of procedures and processes to ensure provision of evidence based information to people with asthma and their carers through outbound 1800 ASTHMA Helpline services. • Provide intensive and accurate phone counselling (COACH™) and engage with clients’ doctors and other health professionals • Complete COACH™ preceptorship and contribute to the quality implementation of the COACH program • Responds to referrals from allied health services for asthma education services • Quality implementation of procedures and processes to ensure quality and consistent data collection and entry relating to service utilisation and health outcomes • Promote AALs programs and services • Develop, review and update reference and support materials for consumers, health professionals and stakeholders as required • Effectively uses AAL’s catalogue of resources to support an individual’s self-management • Assist with evaluation of various components of asthma health services for reporting and continuous improvement purposes • Contribute to the overall objectives and outcomes of the Consumer Support Services team | <ul style="list-style-type: none"> • Consumers experience improved asthma control after using AALs services • Consumers report a positive experience of interactions • Data is recorded accurately and completely • Activity is delivered in line with targets • Services are delivered within agreed scope and processes • COACH preceptorship completed • Communications with consumers and health professionals are managed effectively |

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| Delivery of education and training sessions | <ul style="list-style-type: none"> • Provide asthma content knowledge in the development and review of education and training materials. • Provide education and training sessions to groups of consumers, health professionals and related stakeholders in response to requests from Education and Training team to service the needs of AAL programs. | <ul style="list-style-type: none"> • Accurate information is provided • Associated compliance requirements are met such as nationally consistent, up to date presentations, evaluation and enrolment forms. • Consumer feedback indicates positive delivery techniques |
| Other duties as required | <ul style="list-style-type: none"> • Participate in Program Department project initiation activities • Provide asthma content knowledge to further the objectives of the Program Department as required. • Other relevant and appropriate duties as required. | <ul style="list-style-type: none"> • Evidence of involvement with Programs project initiation activities |
| Culture and Workplace | <ul style="list-style-type: none"> • Contribute to the creation of a performance based, innovative, responsive and consumer oriented culture and a safe workplace environment | <ul style="list-style-type: none"> • All Workplace health and safety programs are followed to ensure a safe working environment for self and others • Consumer engagement, continuous improvement and behavior change practices are effectively embedded across the organization |
| <u>Skills, Qualifications and Attributes required</u> | <p>Essential:</p> <ul style="list-style-type: none"> • Formal qualifications in health, nursing, allied health or similar. • High level of computer skills including the suite of Microsoft Word, Excel, and the ability to maintain electronic databases. • Excellent organisational skills and attention to detail. • Time management skills and the ability to work under pressure and multi-task. • Highly developed communication and interpersonal skills including working with individuals to solve problems through the application of technical knowledge. • Highly developed written communication skills with the ability to translate complex concepts to simple messages in a succinct and accurate manner. • Demonstrated ability to work collaboratively with others to achieve outcomes as well as working independently • Ability to confidently represent the organisation with accurate technical information in public forums such as external meetings and conducting training and information sessions to children, adults, health professionals and stakeholders. • Demonstrated self-motivation with a positive attitude and approach towards all areas of work • Competent in culturally diverse settings • Ability to maintain high level of confidentiality <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working within a health environment • Knowledge of or experience in the management of asthma and linked conditions • Qualifications in training to the level of Certificate IV in Workplace Assessment and Training or equivalent • Health Coaching experience | |