

Title	Cancer Support Officer
Location	Dalby/St George
Site Responsibilities	Dalby, Oakey, Chinchilla and St George
Reports to	Clinical Programs Manager (CPM) as per organisational chart

DOCUMENT PURPOSE

This Position Description (PD) and Performance Review document outlines the expectations of the Employer based on core duties of the Employee (it is not a detailed record of every task and duty). This document may be modified from time to time to ensure the goals and objectives of the organisation are met.

Sections 1 to 4 list responsibilities of the Employee to create accountability and maintain optimal organisational performance. Reference will be made specifically to this position, along with responsibilities of all Employees (irrespective of their role).

Sections 3 to 5 of this document will be appraised within the first six months of employment (the qualifying period) and annually. The indicators on how the Employee will be appraised are located in the Service Plans/Activity Plans relating to this position.

KEY DOCUMENTS / AUTHORITIES:

- Goondir Service Plans / Activity Plans.
- Goondir Organisational Chart.
- Goondir Delegations Register.
- Goondir Succession Plan.
- Certification Standards (ISO and AGPAL against RACGP Standards);
- Funding agreement compliances; and
- Internal and external evaluation and reporting requirements including LogiQC, the Performance Dashboard and the National KPIs/OSR reporting frameworks.

AT COMMENCEMENT OF POSITION / INDUCTION

☐ Acknowledgement between Employee and Employer of role expectations and responsibilities

Date: _____ Staff Name & Initial: _____

Supervisor Name & Initial: _____

(Copy to be retained on personnel file)

PERFORMANCE REVIEW

Date Review Conducted: _____ ☐ Qualifying ☐ Annual Appraisal

Review Period: _____ to _____

We confirm the appraisal process including ratings and training plan developed: -

Employee Name: _____ Signature: _____

Supervisor Name: _____ Signature: _____

HR Manager Name: _____ Signature: _____

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SCOPE OF POSITION (Summary / Overview of Position Requirements)

The Cancer Care Coordinator plays a vital role in supporting Aboriginal and Torres Strait Islander community members and their families across the cancer care continuum, from prevention and early diagnosis to treatment, survivorship and end of life care. The role focuses on delivering culturally safe, person-centred care coordination, fostering partnerships with health services, and improving access to screening, treatment, and holistic supports.

The position also requires:

- 1.1 Cultural Awareness & Understanding the Organisations Mission, Vision, Values and Objectives.
- 1.2 Travel across the Goondir South West region of Queensland and elsewhere as required by Employer.
- 1.3 Subject to pre-employment checks, including criminal history check.
- 1.4 Flexible working arrangement, dependant on community need.
- 1.5 Being available for on call or after-hours services (if rostered).

☐ Reviewed at Performance Review/Appraisal - Date: _____ Staff Initial: _____ Supervisor Initial: _____

1 QUALIFICATIONS AND EXPERIENCE (Skills, Licences and Knowledge requirements of Position)

Position Specific:

- 2.1 Current Registered Nurse Registration through the Australian Health Practitioners Regulation Agency (AHPRA).
- 2.2 First Aid and/or CPR Certification.
- 2.3 Graduate Certificate or higher in a cancer-related field, or currently studying towards one, or at least 5 years' experience in cancer care.
- 2.4 This is an Aboriginal Identified position. Section 8 (1) of the Commonwealth Racial Discrimination Act 1975
- 2.5 A current Queensland C class open drivers' licence; and
- 2.6 A current Drivers Authorisation
- 2.7 Strong understanding of cancer prevention, screening, treatment, and support care principles.
- 2.8 Utilise culturally appropriate health promotion resources and personalised care plans.
- 2.9 Excellent interpersonal, advocacy and relationship building skills with clients, families and health professionals.
- 2.10 Strong organisational and time management skills, including accurate and confidential documentation.
- 2.11 Undertake training and professional development to maintain professional knowledge and skills related to cancer care.
- 2.12 Ability to work independently and as part of a multidisciplinary team, with a commitment to continuous quality improvement.
- 2.13 Understanding of the emotional demands of this role, and how to maintain resilience, empathy and self-care.

☐ Reviewed at Performance Review/Appraisal - Date: _____ Staff Initial: _____ Supervisor Initial: _____

3 KEY PERFORMANCE INDICATORS (KPI's) OF THIS POSITION

Qualifying Period and Annual Performance Review Rating Scale 1 Not Achieved 2 Partly Achieved 3 Achieved 4 Beyond Expectation	Insert Rating: 1 2 3 or 4		Comments and/or Actions: (where gaps in evidence or assessment are identified)
	Employee	Line Manager	
3.1 Develop and deliver Cancer Screening and communication activities, including culturally appropriate health promotion, community education to increase participation in cancer screening.			
3.2 Develop and deliver education sessions for community members and staff on: Lifestyle changes to reduce cancer risk, Recognition of cancer signs and symptoms and Importance of timely GP follow-up and early detection			
3.3 Accompany community members to cancer screening appointments, providing culturally informed advocacy, education and emotional support.			
3.4 Arrange and accompany community members to diagnostic testing appointments as required, ensuring culturally appropriate care and continuity of support throughout the process.			
3.5 Develop auditing and reporting tools to identify Aboriginal community members requiring follow up screening and cancer care services.			
3.6 Capture baseline and ongoing statistical data for reporting. Support the collection and management of accurate, confidential records to improve continuity of care.			
3.7 Develop personalised care plans in collaboration with community members diagnosed with cancer, ensuring culturally safe and person-centred care coordination for Aboriginal and Torres Strait Islander people and their families, in partnership with Cancer Support Officers and relevant team members.			

Qualifying Period and Annual Performance Review Rating Scale 1 Not Achieved 2 Partly Achieved 3 Achieved 4 Beyond Expectation	Insert Rating: 1 2 3 or 4		Comments and/or Actions: (where gaps in evidence or assessment are identified)
	Employee	Line Manager	
3.8 Provide ongoing referrals to appropriate wraparound support services to ensure holistic care and support for clients and families.			
3.9 Research and develop an innovative and culturally appropriate model of care for Cancer Care Services provided by Goondir, ensuring alignment with the <i>Aboriginal and Torres Strait Islander Cancer Plan (NACCHO)</i> and the <i>Optimal Care Pathway for Aboriginal and Torres Strait Islander People with Cancer (2nd Edition, Cancer Australia)</i> .			
3.10 Ensure all applicable Medicare items for services delivered are claimed appropriately and all requirements for claiming are met, including minimum service time requirements.			
3.11 Provide supervision, education, and mentoring to Health Promotion Officers – Cancer Care to build workforce capability and service quality.			

☐ Reviewed at Performance Review/Appraisal - Date: _____ Staff Initial: _____ Supervisor Initial: _____

4 RESPONSIBILITIES / KEY PERFORMANCE INDICATORS FOR ALL EMPLOYEES

Qualifying Period and Annual Performance Review Rating Scale 1 Not Achieved 2 Partly Achieved 3 Achieved 4 Beyond Expectation	Insert Rating: 1 2 3 or 4		Comments and/or Actions: (where gaps in evidence or assessment are identified)
	Employee	Line Manager	
4.1 Confidentiality of all Service, Employee and Client information.			
4.2 Abide by Goondir's Code of Conduct & Policy and Procedures contributing to quality, safety and risk work culture			
4.3 If nominated in the Delegations Register, Succession Plan or as an Identified Leader, accountability for tasks and responsibilities			
4.4 Use and contribution to LogiQC Quality Management System (QMS) (report of closed, outstanding tasks at Appraisal)			
4.5 High standard of records management (data entry, data cleansing, archiving, reporting) to meet regulatory, standards and/ or reporting requirements and timeframes.			
4.6 Attend internal and external meetings as nominated/required and sharing of key information			
4.7 Maintain communication on key matters to your area(s) of responsibility that may have an impact on the organisation			
4.8 Engagement with Internal and External Stakeholders, including contribution to marketing on Goondir Website / Facebook			
4.9 Contribution to local and whole team including undertaking additional duties as directed by Supervisor.			
4.10 Work Behaviour - Personal Presentation, Workplace Cleanliness, Punctuality, Respect, Productivity, Dependability, Attendance (run absenteeism report)			

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4 PROFESSIONAL DEVELOPMENT PLAN AND/OR ACTION PLAN

Knowledge / Skill / Training or Action Required	Training Provider or Actioning Officer	Cost (include itemised course fees, travel & accommodation)	Date Scheduled (HRM adds to LogiQC training register)	Training Completed (Yes/ No)
Does the PD require any changes? ☐ No ☐ YES (highlighted above)				
Additional comments (if any, include commendations)				
Employee:				
Supervisor:				
General Comments:				

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