

Position description

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| Position | Team Leader - Priority Communities | | |
| Purpose | Lead the Priority Communities team in driving key commissioning activities across the Brisbane North region, working in close collaboration with relevant regional partners and stakeholders to deliver responsive and effective services for priority populations. | | |
| Salary Band | Salary Band 3 | | |
| Approval date | 21/7/2025 | Approved by | Caroline Radowski |

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council, parts of Somerset Regional Council and Norfolk Island. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community
- Facilitate care closer to home
- Address health gaps and inequities
- Transform and connect primary healthcare
- Drive organisational excellence.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.



Role-specific

- Lead, develop, and support team members through the full commissioning cycle including planning, service design, procurement, contracting, monitoring, and evaluation across key funding agreements such as Primary Mental Health Care, AOD Treatment Services, Homelessness Access, and Connected Community Pathways, ensuring delivery of evidence-based and locally responsive services for priority communities.
- Develop and lead a high-performing team, responding to their day-to-day needs and providing effective mentoring and professional development opportunities.
- Apply appropriate recruitment, induction, and performance management principles in compliance with organisational policies and procedures.
- Develop and implement training and development frameworks that support the team in performing their roles within the scope of practice.
- Evaluate program effectiveness, identify trends, and make data-driven recommendations for improvement.
- Support the implementation of strategic plans for mental health and wellbeing initiatives, aligning goals with commonwealth, state and organisational objectives and monitoring progress towards key milestones.
- Support the implementation for the regional approach quality improvement activities.
- Facilitate collaboration with diverse stakeholders such as government agencies, community organisations, healthcare providers, lived experience and advocacy groups, fostering partnerships to drive mental health reform efforts.
- Drive quality improvement in mental health services, ensuring compliance with standards and best practices.
- Collaboratively engage with lived experience in the commissioning of activities, codesign and projects as needed.
- Manage program data quality and prepare comprehensive program reports.
- Drive planning, budgeting, resource allocation, risk management, and reporting, to ensure successful implementation of mental health reform projects.
- Develop culturally sensitive programs and services that cater to the specific needs of diverse communities.
- Support the manager – priority communities with various tasks as required,
- Showcasing a collaborative and supportive approach to achieving organisational goals.

General

- Regularly attend team and staff meetings
- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- Communicate effectively and respectfully with all members of the organisation and external stakeholders
- Record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- Comply with reporting requirements as directed by your manager
- Deal with sensitive information in a confidential and professional manner
- Complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Manager - Priority Communities

Direct reports: Lead | AOD + Priority Communities; Coordinator | Mental Health and Wellbeing (x 2)

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- Tertiary qualifications in a health-related field and significant experience in community or mental health services, including knowledge of local, state, and national policies and directions.
- Strong capability in contract performance management, ensuring services achieve contractual requirements within time and budget, and drive desired health outcomes.
- Demonstrated experience in collaborating with partners and service providers, achieving planned outcomes and integrating health and care services to meet the needs of priority populations.
- A strong attention to detail and ability to adhere to probity guidelines, and maintain documentation for program management, reporting and compliance with all commonwealth/government funding requirements.
- Demonstrated experience ensuring contractual and legislative obligations are met and organisational risk is mitigated through effective annual work planning, procurement processes, and monitoring and evaluation processes.
- Skills, knowledge, and experience in successfully leading and developing a high-performing team, including supporting them through change.
- Proven track record in stakeholder engagement, ongoing coordination including an ability to build relationships and supportive partnerships with community leaders, and other stakeholders including government and non-government organisations.
- Project management experience in a health or wellbeing-related project/program, coordinating resources and meeting reporting requirements to ensure project outcomes are achieved.
- Excellent verbal and written communication skills and interpersonal skills with the ability to motivate, influence and gain commitment.
- Experience in program development, implementation, evaluation/ monitoring and reporting.
- Intermediate to advanced skills in the MS Office suite – Word, Outlook, Excel and PowerPoint.

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between workplaces. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)