

Position description

Position	Lead Quality Improvement and Reform		
Purpose	Lead, coordinate and plan continuous quality improvement initiatives and reform for primary care as part of Brisbane North PHNs Enhanced Quality in Practice (EQiP) program and Person-Centred Care.		
Salary Band	Salary Band 3		
Approval date	15 April 2024	Approved by	Rachelle Foreman

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 the development, implementation and evaluation of continuous quality improvement initiatives for primary care, incorporating data and insights
- develop and lead team member(s) in the Primary Care team involved in the support of continuous quality improvement initiatives by providing effective mentoring and professional development opportunities; and applying appropriate recruitment, induction and performance management principles which comply with our policies and procedures
- lead the development of a framework, resources and communication to support practices and consumers to engage in My Medicare, including Voluntary Patient Registration
- work collaboratively with the Primary Care Engagement team to support the implementation and facilitation of continuous quality improvement initiatives and My Medicare (including Voluntary Patient Registration) to support the delivery of high performing primary care to achieve shared goals and outcomes
- oversee the selection, implementation and evaluation of training opportunities for general practice staff
- work collaboratively with the Primary Care Engagement team to develop resources to support practices in undertaking meaningful quality improvement activities
- apply project management knowledge and skills to ensure projects are delivered on time, within scope, and within budget
- build and maintain key relationships with relevant internal and external stakeholders
- represent the organisation on relevant committees, advisory groups, and events on a local, statewide and national level as they relate to the role and organisational objectives
- contribute to documentation and organisational reporting requirements
- actively use data and research to identify focus areas for continuous quality improvement activities
- identify and respond to emerging priorities across the primary care sector.

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 | Primary Care

Direct reports: Project Officer | Quality Improvement and Reform

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

- skills, knowledge and experience in successfully leading and developing a high-performing team, including supporting them through change
- tertiary qualifications and/or extensive relevant experience in a health-related field (desirable) or project management discipline
- experience and knowledge in primary care and continuous quality improvement activities
- experience successfully developing, implementing and evaluating projects and programs to effect change
- familiarity with primary care software and systems, digital health and other technologies
- the ability to influence, negotiate and engage positively with internal and external stakeholders to achieve project delivery and outcomes
- excellent verbal and written communication skills and interpersonal skills including the ability to
- prepare quality business documents e.g. reports, project plans and general correspondence
- experience in the collation and interpretation of data and evidence to inform activities
- ability to work independently and as part of a team
- ability to analyse and solve problems to achieve required outcomes
- capacity to build and sustain personal resilience, and work effectively in a rapidly changing environment
- a minimum of intermediate skills in the Microsoft Office suite

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.)