

## Position description

<b>Position</b>	CHSP Program Coordinator   Healthy Ageing		
<b>Purpose</b>	To support the delivery of Aged and Community Care projects and initiatives to improve the healthcare system and services and the health and wellbeing of the community.		
<b>Approval date</b>	23 March 2023	<b>Approved by</b>	Sharon Sweeney

### 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 and parts of Somerset Regional Council. It covers approximately 4,100 km<sup>2</sup> 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 voice
- re-orient the health system toward care close to home
- build capacity of providers to meet health needs of our region.

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.



[www.brisbanenorthphn.org.au](http://www.brisbanenorthphn.org.au)

Level 1, Market Central  
120 Chalk Street, Lutwyche QLD 4030  
PO Box 845 Lutwyche QLD 4030  
t 07 3630 7300 f 07 3630 7333

Level 2, 10 Endeavour Boulevard  
North Lakes QLD 4509  
PO Box 929 North Lakes QLD 4509  
t 07 3490 3490 f 07 3630 7333

## **Role-specific**

The healthy@home consortium delivers Commonwealth Home Support Program (CHSP) services to nearly 9,000 older Australians every year via a consortium of service providers. The Brisbane North PHN functions as the backbone organisation for this unique service delivery model, founded on maintaining positive and supportive stakeholder relationships, a collaborative mindset and strong governance arrangements to achieve quality care and maximise service delivery. Role specific duties include:

- develop and maintain positive and supportive consortium stakeholder relationships
- support the PHN's backbone role for the healthy@home consortium through active engagement and coordination of activities with member organisations, including planning and organising regular consortium meetings and progressing consortium initiatives
- lead maintenance and enhancement of the consortium's governance processes and documentation
- support and coordinate the Healthy Ageing team's commissioning activities and contracting processes e.g. drafting program schedules, variations and consultancy agreements (using internal templates) and oversee due diligence processes
- coordinate performance reporting activities e.g. Comprehensive Activity Plans (CAPs), data uploads and clinical governance reporting and monitor the progress of consortium member performance against contracted targets
- keep up-to-date with the Government's aged care reforms and determine the impact of system changes on consortium processes and activities
- engage with internal and external stakeholders to provide approved access to data portals, train and support where necessary, and regularly monitor to ensure appropriate access levels are maintained
- process contractual invoices to ensure commissioned services are paid on time.

## **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: Team Leader | Healthy Ageing

Direct reports: Nil

### **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

- knowledge of the aged care sector or ability to acquire that knowledge quickly is highly desirable
- qualifications or demonstrated experience in a range of project and program management support
- experience in providing support for contracting, and reporting functions (highly desirable)
- high level interpersonal and communication skills, including experience dealing with confidential and sensitive information in a professional manner
- attention to detail when monitoring and controlling administrative functions related to multiple projects and programs
- minimum of intermediate skills in Microsoft 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 the PHN offices. 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.)