

Position description

Position	Community Engagement Coordinator		
Purpose	To coordinate the delivery of engagement and partnering activities with key stakeholders including maintenance of associated framework, toolkit and policies and provide capacity building and advice for staff across the PHN.		
Approval date	6 June 2023	Approved by	Paul Martin

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 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 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.

Role-specific

- Lead and maintain whole-of-organisation engagement and partnering (E+P) policies, framework and associated toolkit to support the PHN's E+P activities with key stakeholders.



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- Work across the organisation with teams and individuals to build their capacity to undertake engagement and partnering activities, including through training, a Community of Practice or consultancy services.
- Coordinate time-limited, task-oriented project teams to design, develop and implement 'whole-of-organisation' engagement activities.
- Track and coordinate engagement activities across the organisation and with key external partners, ensuring communication and quality.
- Provide oversight of the Clinical Council and Community Advisory Committee operations and ensure they have input to and engagement with the PHN's engagement and partnering processes
- Work with a diverse set of stakeholders to build strategic and operational relationships and identify areas of common interest to foster achievement of agreed outcomes
- Work with the Knowledge, Planning and Performance team to ensure continuous improvement of engagement and partnership approaches by evaluating our work and identifying ways to improve.
- Stay up-to-date with developments and best practice in engagement, public participation and partnership brokerage and facilitate mechanisms to share this information across the PHN

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 | Communications and Engagement

Direct reports: None

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

- A bachelor level qualification in public health, population health, health promotion, community development, communications or a related discipline
- A minimum of three years' experience in developing, implementing or participating in engagement and partnering processes

- Knowledge of engagement and partnership frameworks, including IAP2, collective impact framework and/or partnership brokerage and experience in their application (highly desirable)
- High level written and verbal communication skills with the ability to motivate, influence and gain commitment, including presentation, public speaking and facilitation skills
- Ability to work independently and as part of a team
- Demonstrated knowledge of the healthcare industry or ability to acquire that knowledge quickly
- Advanced skills in the MS Office suite – Word, Outlook, Excel and PowerPoint
- An IAP2A Certificate in Engagement is desirable.

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.)