

Position description

Position	Coordinator Engagement and Partnerships		
Purpose	To coordinate the use of contemporary approaches and tools to support Brisbane North PHN's delivery of engagement, partnership and co-design processes with key stakeholders; build the capacity of staff across the PHN; and provide expert advice to help address the priority needs of the community.		
Approval date	6 October 2022	Approved by	Libby Dunstan

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
- be an accountable, high performing organisation

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.

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Role-specific

- Support PHN staff in using contemporary approaches through coordinating the development, implementation and maintenance of evidence-based frameworks to support Brisbane North PHN's engagement activities and collaborative partnerships with key stakeholders to support the achievement of organisational goals and objectives
- Build the capacity of teams across the PHN and provide strategic guidance to support the development and delivery of engagement, partnership and co-design processes
- Identify, assess and/or develop relevant tools for the PHN to adopt contemporary approaches to engagement and partnerships and upskill relevant PHN staff in the use of these tools
- Develop and implement procedures and policies for the PHN to:
 - Undertake stakeholder analysis mapping, engage with identified stakeholders and maintain stakeholder relationships
 - Undertake appropriate engagement and partnership activities
 - Record and report engagement and partnership activities
- Provide support to the Clinical Council and Community Advisory Committee operations and ensure they have input to and engagement with the PHN's engagement and partnership processes
- Develop consumer and community engagement frameworks for the PHN and to support the work of our consortium partners and commissioned service providers
- 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)

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, communications or a related discipline
- A minimum of five years' experience developing and implementing engagement and partnership processes in a similar role
- Knowledge of collective impact framework and partnership brokerage (essential) 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 Australasia 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.)