

Position description

Position	Coordinator - Initial Assessment and Referral Engagement		
Purpose	Engage, promote, and implement the national Initial Assessment and Referral (IAR) Guidance and training program across the Brisbane North and Moreton Bay region.		
Salary Band	4		
Approval date	9 September 2024	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

- Coordinate engagement activities including practice visits to promote and increase the uptake of IAR- Decision Support Tool (DST) training for local GPs (General Practice) and other allied health professionals.
- In collaboration with Queensland Health and Metro North Hospital and Health Service; develop and implement targeted engagement strategies and IAR-DST training packages to support consistent intake, referral, and integration across all state-funded services.
- Alongside the Coordinator - Initial Assessment and Referral, act as a knowledge expert with regards to the Initial Assessment and Referral Guidance, Implementation Toolkit, and the IAR-DST.
- Conduct regular IAR training sessions for relevant stakeholders in the Brisbane North PHN region. This may include after-hours sessions such as evenings or weekends.
- Support the ongoing maintenance, development and use of IAR-DST processes and e-referral systems including the rediCASE platform with relevant stakeholders.
- Develop training materials and resources to embed the IAR-DST tool into referral processes and systems across the mental health, suicide prevention and alcohol and other drug sector.
- Audit, make recommendations and implement solutions to support national IAR implementation priorities.
- Provide advice and education to referrers regarding Brisbane North PHN commissioned service referral pathways and eligibility criteria.
- Attend and actively participate in networks and meetings to support the IAR implementation project.

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 – Service Navigation

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

- Bachelor level or higher degree in health services, social science or related discipline is desirable.
- Strong understanding of the mental health and alcohol and other drug treatment service sectors, in particular primary care, and tertiary health care settings.
- Experience in effective stakeholder engagement, consultation, and relationship development.
- Experience in the development and delivery of training resources and materials.
- Experience in the application and implementation of digital health ICT solutions and systems including clinical software, CMS and decision support tools.
- Highly developed interpersonal, communication and negotiation skills.

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.)