

Position description

Position	Project Coordinator Implementation Support Project		
Purpose	Coordinate a national capacity-building project working with Australia's 31 PHNs to strengthen regional mental health intake and navigation services.		
Salary Band	4		
Approval date	30 May 2025	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.

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

The Coordinator is responsible for key outcomes under the Implementation Support Project, a national capacity building project working with Australia's 31 PHNs to develop and strengthen PHN's regional mental health intake and navigation services and Medicare Mental Health Centres.

These services are part of Medicare Mental Health, the Commonwealth Government's national program to improve access to mental health services in the community. All PHNs commission a free, easily accessible entry and navigation service into mental health and complementary services in their region, spanning intake, engagement, assessment, referral and brief interventions for people with a range of mental health needs. In addition, PHNs are commissioning 86 Medicare Mental Health Centres across Australia which offer a centre based walk-in service providing access to free, quality mental health care over extended hours.

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 the Implementation Support Project to support PHNs' service and workforce development, model implementation, and strengthen the quality, safety, and effectiveness of Medicare Mental Health Phone Services and Medicare Mental Health Centres.
- Facilitate engagement, communication, quality improvement and collaboration with PHNs, the Commonwealth Government Department of Health and Aged Care, and other stakeholders including state/territory health departments, service providers, healthdirect, researchers, and external consultants.
- Coordinate the national Medicare Mental Health Phone Service Community of Practice and Medicare Mental Health Centre Community of Practice and other relevant Implementation Support Project forums, webinars and project meetings for PHN managers and practice leaders to discuss and share their knowledge and expertise and to develop common approaches to continuously improving the quality of their mental health intake and navigation services.
- Coordinate national capacity building activities with PHN and external stakeholders to deliver project outcomes, for example, coordinating the delivery of project activities and outcomes with external consultants or partners such as the NWMPHN National Phone Service Intake and Reporting Project team.
- Develop and maintain project resources and materials for a national network of PHNs and project stakeholders.
- Identify and engage with subject matter experts and other stakeholders to contribute to the Implementation Support Project, Community of Practice meetings, or individual PHN capacity building.
- Provide other national capacity building coordination or secretariat support to the National Policy and Capacity Building Manager MHAOD and other PHN Cooperative activities, as required.

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.
- 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: National Lead | Implementation Support Project

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

- Tertiary qualifications in a health-related field and relevant experience in mental health program design or delivery.
- Experience in health program implementation, project management and capacity building.
- Knowledge and/or experience of the mental health and suicide prevention sector, including the PHN mental health program, mental health intake, assessment, and referral services, and Medicare Mental Health Centres or similar centre-based models.
- Ability to develop and maintain effective relationships with varied stakeholders including government, Primary Health Networks, and health service providers to facilitate the achievement of activity plans and project outcomes.
- Ability to maintain effectiveness while adjusting to a changing environment, varying tasks, responsibilities and priorities.
- Ability to manage own workloads and outputs while ensuring projects or tasks are completed within agreed timeframes.
- Excellent interpersonal and communication skills including the ability to develop position papers and consult, advocate, negotiate and liaise effectively with a diverse range of people.

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.)