

Position description

Position	Coordinator Integrated Care		
Purpose	To support initiatives that better integrate health care services throughout Brisbane North PHN region including coordinating the development and promotion of health pathways.		
Approval date	18 March 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.

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

- promote improved integration of services across the health continuum through joint activities with Metro North Hospital and Health Service and other key stakeholders

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- develop strategies to encourage adoption of evidence-based approaches to integrated care between primary care and the broader health system with a particular focus on connecting to current health reform.
- support the use of available health resources and systems (including digital health) to improve the quality of coordinated care
- identify opportunities for, and provide support to, key activities arising from Collaborative meetings (including the GPLO work plan), to support integration of health care services
- building on a strong understanding of local health systems, work closely with Clinical Editors and Streamliners NZ to coordinate the development of a suite of localised health pathways for the Brisbane North region including managing the technical aspects of pathways workflow and the relationship with third party vendors to ensure a high-quality end product
- provide day-to-day oversight of the work of the Health Pathways Officer, including supervision of workload and deadlines
- promote the uptake of integration initiatives, including Health Pathways by identifying opportunities for promotion (including presentations) and stakeholder engagement in liaison with the Primary Care and GPLO teams
- support the implementation of an evaluation framework for agreed health service integration initiatives for project monitoring by both internal and external stakeholders
- represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives.

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 | Integrated Care

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

- tertiary related health qualifications e.g. nursing, allied health, health sciences or similar
- demonstrated knowledge, experience and understanding of the primary health care system including clinical practice, referral pathways and integrated approaches to health care
- highly developed organisational skills including ability to effectively prioritise workload and competing priorities
- experience managing projects, and coordinating programs including producing high quality reports and meeting contractual requirements
- experience developing rapport and building effective working relationships with various health industry stakeholders, building credibility through delivery of results within short timeframes
- high level communication skills including written skills, presentation skills, consultation and negotiation and interpersonal skills, with a demonstrated ability to problem solve and use initiative and judgement
- proven ability to work independently, as well as in a team environment
- intermediate to advanced 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.)