

Position description

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| Position | Coordinator – Team Care Coordination | | |
| Purpose | To provide high level support and contribute to the implementation of allied health and other TCC related projects / activities. | | |
| Salary Band | 4 | | |
| Approval date | 12 August 2024 | Approved by | Sharon Sweeney |

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

- Contribute to the creation, development, and facilitation of the allied health and falls follow-up program planning and delivery
- Monitor and improve the quality of the allied health program and wider TCC initiatives as required
- Actively participate in and inform monitoring and evaluation of activities
- Support the Manager and TLs with other quality improvement initiatives for the wider TCC program
- Conduct client activity groups and programs individually or in groups as recommended by Allied Health Professional
- Document in client medical record as appropriate to role
- Support Allied Health through organising equipment for in-home trials and follow-up with clients under supervision of Occupational Therapist
- Maintain good workplace health and safety standards when handling client equipment and engaging in falls prevention work
- Co-design the development and ongoing update of client resources for community education and chronic disease management

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 and Allied Health) | Team Care Coordination

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
- experience in effective stakeholder engagement, partnership brokerage and relationship development

- experience in program development and project management to affect systems change
- highly developed interpersonal, communication and negotiation skills and the capacity to build and maintain relationships with Brisbane North PHN's key stakeholders.

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.)