

Position description

Position	General Manager National MyMedicare PHN Support Program		
Purpose	To lead the development and delivery of a coherent national approach that will be applied regionally across the 31 Primary Health Networks (PHNs) in Australia to support the implementation of MyMedicare and the longer-term <i>Strengthening Medicare</i> reform for primary health care.		
Salary Band	Salary Band 1		
Approval date	21 March 2024	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, 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.

Primary Health Network (PHN) Cooperative

The CEOs of each of the 31 Primary Health Networks across Australia have formed the National PHN Cooperative (the Cooperative). The Cooperative is designed to provide an operational forum for PHN CEOs to shape and inform a shared agenda, to articulate and demonstrate the value of PHNs to key stakeholders and the Government, and to actively engage with the Primary Health Care Reform agenda.



National PHN MyMedicare Project

Strengthening Medicare is a national policy response that will set foundations for person-centred, integrated care, and long-term reform for primary health care (PHC). These reforms include the introduction of voluntary patient registration (MyMedicare) with additional funding to strengthen continuity of care and foster a shift towards more integrated, person-centred models of care.

In partnership with the Department of Health and Aged Care, this national PHN project will develop and implement a coherent national change management approach that can be applied regionally. The approach will support consistency and maximise efficiency across PHNs. It will include the use of unified messaging and consistent communication approaches; development of key tools and resources to support PHN engagement with general practices, consumers and other stakeholders; develop key performance indicators and data analytics to capture insights and continually improve implementation and impact. PHN staff will be supported through the project to enhance their capacity to work with general practices to implement changes and translate policy reform into action.

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

- Develop a comprehensive project plan that meets contractual requirements and includes timelines, milestones and resource allocations
- Develop and implement a robust communication strategy to effectively communicate project objectives, progress, and outcomes to all stakeholders
- Build and lead a high-performing project team, providing guidance, support, and mentorship
- Identify and engage with key stakeholders at the national and regional levels, including the Department of Health and Aged Care, members of the National PHN Cooperative, relevant PHN Working Groups and PHN staff involved in the supporting implementation of MyMedicare
- Provide effective leadership throughout all phases of the project, fostering a culture of change readiness, resilience, and continuous improvement across the PHN network.
- Proactively identify potential risks and challenges that may impact the successful implementation of the project, and develop mitigation strategies to address them.
- Establish key performance indicators (KPIs) and metrics to measure the progress and effectiveness of the project, and regularly monitor and evaluate performance against these benchmarks.
- Remain agile and adaptable in response to changing circumstances, adjusting project plans and strategies as needed to address emerging challenges and opportunities.
- Develop strategies to ensure the sustainability and continuity of project outcomes beyond the initial implementation phase, fostering long-term impact and legacy

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 executive 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: Executive Manager | Aged and Community Care System Improvement

Direct reports: TBC

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 1 – Executive Managers

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 or related field, or comparable professional experience
- significant experience at a senior management level, including high level strategic and systems thinking and planning skills
- demonstrated understanding of the Australian primary health care system and relevant strategy and policy directions
- a track record in successful project management and in leading and managing high performing teams
- excellent interpersonal and communication skills with the ability to motivate, influence and gain commitment
- ability to network and engage with a diverse range of stakeholders at a senior level
- proven experience in the development, implementation and evaluation of strategy, policy and programs

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.)