

Position description

Position	GP Liaison Officer – Health Systems Improvement		
Purpose	Work within the GPLO program to support integration and systems improvement between primary care and the HHS		
Approval date	21 October 2020	Approved by	Libby Dunstan

Brisbane North PHN

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 1,000,000.

The key objectives of the Brisbane North PHN are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The PHN will achieve these outcomes by:

- understanding the health care needs of our community through analysis and planning, helping to identify and address service gaps
- providing practice support services so that GPs are better placed to provide care to patients, keeping them healthy and out of hospital
- supporting general practices in attaining the highest standards in safety
- assisting general practices in understanding and making meaningful use of eHealth systems
- working with other funders to purchase or commission health services for local groups most in need, including patients with complex chronic conditions or mental illness.

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 twice a year formally and on an ongoing basis informally with team members and managers.

Role-specific

- work with key stakeholders in primary and tertiary care sectors to improve the systems and processes that support integrated patient care.

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- assist with identifying gaps between primary and specialist care to support effective transfer of care, shared care models, GP education and enhanced communication systems that will lead to improved patient outcomes.
- contribute to improving communication between Metro North Hospital & Health Service (MNHHS) and primary care providers, particularly around referrals and discharges – “clinical handover”. Provide primary care advice to MNHHS as required.
- review opportunities and support the development of GP education in key topics of interest
- contribute to Network Link and the GP Bulletin with articles of interest to the GP community

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 Integration

Direct reports: Nil

Level of delegation

(Per Delegation Matrix – CEO to staff)

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- General Practitioner with current AHPRA Registration
- Is driven by systems and quality improvement
- Has an interest in driving change through team work
- Has an interest in developing GP Education

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.)