

Position description

Position	Manager – Care Coordination and System Development		
Purpose	Provide strategic leadership of place-based, care coordination and older persons health within a commissioning environment, alongside management of clinical governance assurance and community resilience to improve system performance and outcomes for people with complex health needs.		
Band	2		
Approval date	24 June 2026	Approved by	Lisa Smith

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
- 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



Each team member contributes to annual business plan outcomes through agreed responsibilities, reviewed formally and informally with their manager.

Role-specific

- Lead strategic development of place-based and older persons health across the health and community system, improving responses for people with chronic and complex health needs.
- Manage the delivery of care coordination services for people with complex and chronic health needs, ensuring models are responsive to community need and contribute to improved consumer and community outcomes.
- Lead service development and improvement by identifying opportunities to strengthen service delivery, foster innovation, and develop evidence-informed proposals and practical implementation approaches.
- Oversee clinical governance and assurance in a service delivery and commissioning environment to support and enable effective service delivery and drive system performance.
- Coordinate emergency and disaster preparedness and response with internal teams and system partners.
- Build and maintain effective relationships across consumers, providers, partners and funders to support integrated, place-based responses and system improvement.

Management

- Lead and manage the Care Coordination team by setting priorities, supporting workload planning, providing coaching and supervision, and applying recruitment, induction, performance development and workforce planning in line with organisational policies.
- represent the organisation on relevant committees, advisory groups and at events as they relate to the role and organisational objectives, including care coordination, clinical governance, emergency and disaster preparedness, and system improvement forums where required
- as part of the leadership group, actively contribute to a positive, supportive and high-performing organisational culture.

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

Role related details

Relationships

Reports to: Executive Manager – Strategy, Operations and Commissioning

Direct reports: Team Leader – Team Care Coordination x2; Program Support Officer

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 2 – Managers

Award alignment

Award: NA, Common Law Contract

Level: NA

Key selection criteria

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

Qualifications

- Relevant experience in health, community services, service development, commissioning or program delivery
- A tertiary qualification in public health, health management, social sciences, business, project management or another related discipline

Experience

- Experience applying systems thinking to improve integrated, place-based health and community services.
- Proven experience managing teams, workforce planning, coaching, performance development and leading teams through change, service improvement and operational delivery
- Demonstrated ability to identify service development opportunities and develop proposals, implementation plans, partnerships or improvement initiatives aligned to agreed priorities and community need
- Experience building effective relationships with consumers, providers, partners, funders and other stakeholders to support integrated care, service development and system improvement
- Strong communication, judgement and organisational skills, including the ability to manage complexity, influence others and work constructively in a changing environment.
- Experience or transferable capability in emergency and disaster preparedness, business continuity or related stakeholder coordination.
- Demonstrated experience leading care coordination, clinical, community-based or integrated service models in a complex health, community or human services environment (desirable)
- Experience or ability to rapidly acquire understanding of clinical governance and continuous improvement approaches to support safe, effective and accountable service delivery and assurance in commissioning of services (desirable)

Capabilities

The Brisbane North PHN Leadership and Commissioning Capability Framework applies to all roles within the organisation. Please refer to the Framework document found on our Careers page. Applicants are encouraged to address these.

Leadership		Commissioning	
Capability domain	Level / Proficiency	Capability domain	Level / Proficiency
Leads self	Level - 1	Commissioning & Service Delivery	Band 2 - expected
Engages other	Level - 3	Contract & Performance Management	Band 2 - expected
Achieves Outcomes	Level - 3	Collaboration & Stakeholder Engagement	Band 2 - expected
Drives innovation	Level - 3	Project Management & Governance	Band 2 - expected
Shapes systems	Level - 3	Probity, Compliance & Risk Management	Band 2 - expected
Bases decisions on available evidence	Level - 3	Continuous Improvement & Evaluation	Band 2 - expected

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.)