

Position description

Position	Manager Care Coordination		
Purpose	In collaboration with the health and community sectors, lead and manage the operation of <ul style="list-style-type: none"> our TCC service for people with complex and chronic health conditions a regional assessment service through a consortium model to improve consumer and system outcomes		
Approval date	17 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 twice a year formally and on an ongoing basis informally with team members and managers.



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Role-specific

- plan, lead and manage the delivery, evaluation and ongoing improvement of assessment and care coordination services to achieve agreed outcomes in accordance with strategic vision, timeline, budget, quality, performance management and contractual requirements
- use advanced project management methodologies to develop plans, ensure deliverables and key performance indicators are met, and outputs, outcomes and processes are recorded and evaluated
- lead and monitor the backbone role of the PHN in the Consortium model for the Regional Assessment Service to foster quality improvement and capacity building
- keep abreast of relevant evidence and service innovations and identify opportunities for evolving service delivery models over time
- lead the implementation of the organisation's Clinical Governance Assurance Policy
- monitor relevant legislation, regulation, standards, policies and procedures of relevance to the operation of these services
- identify strategic opportunities and develop proposals in the context of national and state health and aged care reform agendas
- provide thought leadership for policy advocacy and system change

Management

- develop and lead the Care Coordination team by providing effective mentoring and professional development opportunities
- identify, build and maintain effective working relationships with key stakeholder and partner organisations including health service providers, community service providers, policy makers, potential funders and governments.

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: Executive Manager | Aged and Community Care System Improvement

Direct reports: Team Leader | Team Care Coordination; Service Coordinator | Regional Assessment Service; Central Intake Officer | Regional Assessment Service; Program Support Officer

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 2 – Managers

Key selection criteria

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

Qualifications and experience

- Registered Nurse or other relevant health professional qualification with current AHPRA registration
- experience in managing clinical staff and services
- skills, knowledge or experience in successfully leading and developing a high-performing team,
- proven experience in the development and implementation of plans aligned to the organisation's strategic goals
- experience in the development and maintenance of strategic, effective relationships and collaborative mechanisms with diverse stakeholders
- excellent verbal and written communication skills with the ability to motivate, influence and gain commitment
- experience or knowledge managing complexity in a changing and often challenging environment.

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.)