

## Position description

<b>Position</b>	Manager – Connected Care		
<b>Purpose</b>	To lead the PHN's work to improve the health and wellbeing of older people and other specific population groups in the Brisbane North region.		
<b>Band</b>	2		
<b>Approval date</b>	16 June 2026	<b>Approved by</b>	Caroline Radowski

### 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 km<sup>2</sup> 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
- An accountable, high performing organisation.

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

- manage the planning, implementation and performance of Aged and Connected Care initiatives, ensuring delivery of agreed outcomes in line with strategic priorities, timelines, budgets, quality standards, performance measures and contractual requirements.

- manage the planning and delivery of projects and initiatives, ensuring agreed deliverables are achieved and that outputs, outcomes and lessons learned are effectively monitored, evaluated and reported.
- develop and maintain strong partnership relationships with community care providers and Residential Aged Care Homes to identify opportunities for collaboration, joint problem solving, system improvement and sector capacity-building
- lead commissioning activities and sub-contracting arrangements in accordance with the PHN's Commissioning Framework and related policies and processes

### **Management**

- lead and develop the Healthy Ageing and Connected Communities team by providing effective support and professional development opportunities; and applying appropriate recruitment, induction and performance management principles which comply with our policies and procedures
- form strong collaborative relationships with key stakeholders and partner organisations
- 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 – Mental Health and Connected Communities

Direct reports: Team Leader- Ageing and Palliative Care, Team Leader – Connected Communities, Program Support Officer – Connected Care

### **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 the following:

### Qualifications and experience

- relevant tertiary qualifications are considered highly desirable
- knowledge of the Australian aged care system, preferably across community and residential care, is considered highly desirable
- skills, knowledge or experience in successfully leading and developing high-performing teams
- 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
- minimum intermediate skills in Microsoft Word, Outlook, Excel and PowerPoint.

### 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 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.)