

Position description

Position	Manager Integrated Care		
Purpose	<p>To improve the patient journey between the primary and acute (hospital) care systems to support a more integrated system of care by:</p> <ul style="list-style-type: none"> • developing strategic and collaborative approaches with key health service providers; and • developing and implementing innovative solutions to integrated care that are evidence-based and centre on the needs of the patient to effectively and efficiently use available health resources and systems (including digital health). 		
Approval date	8 June 2021	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.

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

- plan, lead and manage delivery, evaluation and improvement of the Integrated Care program and projects to achieve desired outcomes in accordance with strategic vision, timeline, budget, and funding requirements

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- work collaboratively to identify and implement evidence-based integrated care models that effectively and efficiently use available health resources and systems (including digital health).
- initiate or improve relationships between primary care and acute (hospital) care to improve the patients' experience of an integrated and seamless system across the Metro North region
- plan, lead and manage the GP Liaison Officer (GPLO) program in collaboration with Metro North Health to ensure agreed outcomes are achieved for both Metro North Health and general practice in Brisbane North
- oversee the development, implementation and evaluation of the HealthPathways program, including managing the business relationship with the software developer to ensure project outputs are optimised, efficient and provide value for money
- develop and support a robust portfolio of partner collaboratives to enhance and facilitate coordinated and connected care across the primary/acute continuum

Management/ Executive Management (as applicable)

- develop and lead the Integrated Care team by providing effective mentoring and professional development opportunities; and applying appropriate recruitment, induction and performance management principles which comply with our policies and procedures
- identify, build and maintain excellent relationships with key stakeholder and partner organisations including health 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 | Health Systems Improvement

Direct reports: Program Support Officer | Integrated Care; Coordinator | Integrated Care; Health Pathways Officer; Digital Health Support Officer, GP Liaison Officers (x 8); GP Clinical Editors (x 2)

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

- qualifications in a related health discipline essential
- demonstrated understanding of the primary health care system and integrated approaches to health care
- skills, knowledge and experience in successfully leading and developing a high-performing team, including supporting them through change, preferably with some experience managing professional or medical staff
- proven experience in the development and implementation of plans aligned to the organisation's strategic goals and within budget
- 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.)