

## Position description

<b>Position</b>	Manager   Integrated Care		
<b>Purpose</b>	<p>To improve the patient journey between the primary and acute (hospital) care systems to work towards a more integrated healthcare system by:</p> <ul style="list-style-type: none"> <li>• developing strategic and collaborative approaches with key health service providers; and</li> <li>• strengthening coordination and navigation of the healthcare system by building awareness of services and supporting evidence-based care pathways based on community needs, continuity of care and collaboration between services (including digital health).</li> </ul>		
<b>Approval date</b>	22 January 2024	<b>Approved by</b>	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 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**

- plan, lead and manage delivery, evaluation and improvement of the Integrated Care program initiatives and projects to achieve desired outcomes in accordance with strategic vision, timeline, budget, and contractual requirements
- work collaboratively to strengthen coordination and navigation of the healthcare system by building awareness of services and supporting evidence-based care pathways based on community needs, continuity of care and collaboration between services (including digital health).
- employ advanced project management methodologies to develop plans, ensure project deliverables are met and outputs, outcomes and processes are recorded and evaluated.
- lead commissioning activities in accordance with the PHN's Commissioning Framework and related policies and processes.
- initiate or improve relationships to develop strategic and collaborative approaches between key primary care and acute (hospital) care health service providers to improve the patients' experience of an integrated and seamless system across the Metro North region.
- coordinate the Joint Protocols on behalf of Brisbane North PHN with Metro North Health and Children's Health Queensland.
- 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

## **Management/ Executive Management (as applicable)**

- lead and develop the Integrated Care team by providing effective support, mentoring and professional development opportunities; and applying appropriate recruitment, induction and performance management principles which comply with our policies and procedures
- develop strategic linkages and strong collaborative relationships with key stakeholders and partner organisations including health service providers, peak bodies, policy makers, potential funders and governments
- 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

## **Reporting relationships**

### **Relationships**

Reports to: Executive Manager | Health Systems Improvement

Direct reports: Lead | Integrated Care Initiatives

- Project Officer | Integrated Care Initiatives

Lead | Medication Safety ASPIRE

Lead | SPAN (Persistent Pain) Project

Coordinator | Integrated Care

Coordinator | Digital Health

Specialist Officer | Health Pathways

Specialist Officer | Digital Health

Program Support Officer | Integrated Care

GP Liaison Officers (x 10)

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 highly desirable
- demonstrated experience and understanding of the primary health care and acute (hospital) care systems to support more 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 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.
- minimum intermediate skills in Microsoft Word, Outlook, Excel and PowerPoint

### **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 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.)