

Position description

Position	Manager Primary Care		
Purpose	To lead and manage the PHN's Primary Care team to support high performing primary healthcare through quality improvement, education and change management support, as well support workforce capacity and sustainability.		
Approval date	29 February 2024	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, parts of Somerset Regional Council and Norfolk Island. 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
- Facilitate care closer 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

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.



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Role-specific

- plan, lead and manage delivery, evaluation and improvement of programs and projects within the Primary Care team to support high performing primary healthcare and achieve desired outcomes in accordance with strategic vision, timeline, budget, and contractual requirements
- 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.
- manage a sophisticated data collection and reporting function within the team to drive quality improvement activities in primary care provider organisations and ensure team members are highly compliant with data collection, data entry and data governance
- guide and support planning and engagement with primary healthcare providers in the region to support initiatives including quality improvement, digital health and workforce capacity and sustainability
- work collaboratively with the organisation's Managers to gain excellent understanding of programs and projects to coordinate engagement strategies

Management

- develop and lead the Primary 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
- develop strategic linkages and strong collaborative relationships with key stakeholders and partner organisations at the community, state and national levels, including health service providers, peak bodies, policy makers, potential funders and governments
- provide thought leadership for policy, advocacy and system improvement and identify new opportunities that support the PHN's strategic vision
- 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: Engagement Team Leader
Project Lead
Lead | Primary Care Initiatives
Lead | Workforce Planning and Prioritisation
Lead | Quality Improvement and Reform
Coordinator
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

- qualifications in a related health discipline highly desirable
- experience in the primary health care setting, including a strong understanding of general practice
- skills, knowledge and experience in successfully leading and developing high-performing teams, including supporting them through change
- proven experience in the development and implementation of plans aligned to the organisation's strategic goals and within budget
- experience in project management
- 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 the use of Microsoft Office suite of programs (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 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.)