

Position description

Position	Program Development Coordinator – Child and Youth		
Purpose	Lead implementation of commissioning activities relating to headspace Centres including the monitoring and evaluation of these activities and support regional planning and service integration.		
Approval date	2 November 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 once a year formally and on an ongoing basis informally with team members and managers.

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Role-specific

- Codesign and deliver the procurement of services in at least one PHN mental health or alcohol and other drug treatment funding stream in line with the organisation's commissioning framework
- Operate developmentally with all stakeholders in the health system to ensure these initiatives are integrated, meet high priority needs and result in better outcomes for consumers
- Monitor, support and improve the quality of services delivered by partner agencies
- Ensure consumers and carers have opportunities to influence and direct the outcomes of service delivery
- Actively participate in and inform monitoring and evaluation of activities
- Support the Program Development Lead to facilitate mechanisms for regional planning and service integration
- Support and progress strong linkages with PHNs and relevant national organisations in other states and territories as well as other local services
- Represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives.

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, including access to the headspace hAPI data system
- complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Manager | Priority Communities

Direct reports: NIL

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

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

Qualifications and experience

- Bachelor level or higher degree in youth mental health, health services, social science or related discipline
- Strong understanding of the youth mental health, suicide prevention and alcohol and other drug treatment service sectors, in particular primary care, and interconnecting other health and human service systems
- Experience in effective stakeholder engagement, partnership brokerage and relationship development with the mental health community including consumers, carers, advocates, providers, policy makers and others
- Significant experience in a human services environment, particularly with sector development models, resources, processes, and tools to support and enhance system reform
- Experience in program development and project management to affect systems change
- Highly developed interpersonal, communication and negotiation skills and the capacity to build and maintain relationships with Brisbane North PHN's key stakeholders.

Desirable (non-essential)

- a lived experience of youth mental illness and/or suicide and/or caring for a young person with a mental illness.

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.)