

Position description

Position	Program Manager - Care Collective		
Purpose	To lead and manage the implementation, evaluation and promotion of the Care Collective, an alternative model to help address Hospital Emergency Department demand for patients whom frequently present with poorly controlled chronic and complex conditions.		
Salary Band	2		
Approval date	15 May 2025	Approved by	Libby Dunstan

About the Health Alliance

The Health Alliance was established in 2017 by Brisbane North PHN and Metro North Health (MNH) to identify health system reform opportunities to jointly address complex challenges facing the North Brisbane health system.

The Alliance facilitates the relevant parts of the health sector in North Brisbane to work together to address issues that transcend the mandate of any one organisation or part of the sector.

The Health Alliance uses a collective impact approach where participants develop a common agenda for change including a shared understanding of the problem and a joint approach to solving it through agreed upon actions.

Governance oversight is provided by a Joint Board Committee, drawing members from both the Brisbane North PHN and MNH Boards as well as the two Chief Executives. The Joint Board Committee provides strategic advice and direction to the Health Alliance.

About Brisbane North PHN

The PHN's 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.

Brisbane North one of 31 Primary Health Networks across Australia.

The PHN works with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. The PHN then engages stakeholders to design and commission programs and services to meet those needs.

The PHNs 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.

About Metro North Health

Delivering outstanding health services is just one of the ways that MNH cares for the community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so that they can provide quality value-based care to patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients with a focus on putting people first.

Please visit the MNH website for additional information about Metro North. <http://metronorth.health.qld.gov.au/>

MNH Vision

Changing the face of health care through compassion, commitment, innovation and connection

MNH Values

- Respect
- Teamwork
- Compassion
- High Performance
- Integrity

Key outcome areas

This position is funded to lead and manage the development, implementation and evaluation of the Care Collective, an alternative model to help address Hospital Emergency Department demand for patients whom frequently present with poorly controlled chronic and complex conditions.

The position will be based in the Health Alliance team and will be guided by the Joint Operations Group, jointly chaired by Metro North Health and Metro North Health the PHN and the Joint Board Committee of the Health Alliance.

To ensure the Health Alliance works effectively to achieve its planned outcomes, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed at least once a year formally and on an ongoing basis informally with team members and managers.

Role-specific:

- bring together various stakeholders (inc. clinicians, consumers and carers) from across the region to review and revise the service model

- work with Metro North Health to fully understand the Emergency Department data about the cohort, their primary care providers and to inform evidence-based approaches
- develop detailed project plans, including a budget, consultation plan, communications plan, risk management plan and evaluation plan
- undertake codesign with key stakeholders (inc. clinicians, consumers and carers) to further develop and refine project plans to ensure their success
- maintain project governance (e.g. partnership groups, working groups, steering committee or expert reference group)
- establish and manage contracts with consultants and general practice providers
- oversee and contribute to the day-to-day implementation of project plans
- work with the Complex Care Coordinators located in participating general practices to provide clinical support and enable consistent understanding and implementation of the Care Collective Model of Care
- coordinate the Care Collective Community of Practice for Caboolture and Redcliffe regions
- develop appropriate resources and project collateral to support the project in relation to clinical leadership.
- oversee expenditure against agreed budgets, ensuring projects remain within budget
- regularly produce quantitative and qualitative reports to monitor progress and provide these to governance groups, funding bodies and other stakeholders
- oversee and contribute to the evaluation of the Care Collective and the communication of results and use them to drive improvement
- establish strong linkages with PHNs, Hospital & Health Services, the Queensland and Commonwealth governments and relevant organisations to inform activities
- assist in securing ongoing funding for the Care Collective
- represent the Health Alliance 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
- complete other reasonable duties and projects as required to meet organisational objectives.

Reporting relationships

Relationships

Reports to: General Manager - Health Alliance

Direct reports: None

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

- tertiary related health qualifications e.g. nursing, allied health, health sciences, public health or a related discipline or equivalent work-related experience
- strong understanding of the health care systems including primary health care, tertiary health, community care etc (or ability to acquire that knowledge quickly)
- experience in effective stakeholder engagement, consultation and relationship development including consumers, carers, advocates, providers, policy makers and others
- proven ability to successfully lead and implement projects, using a fit-for-purpose project management approach including well-developed ability to identify and analyse problems, research, formulate and implement appropriate courses of actions to affect system change
- experience in commissioning and managing contracts with funded providers
- highly developed organisational skills including ability to effectively prioritise workload and competing priorities
- high level communication skills including written skills, consultation and negotiation and interpersonal skills, with a demonstrated ability to problem solve and use initiative and judgement
- intermediate to advanced skills in the MS Office suite – 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.)