

Position description

Position	Project Officer Complex Care Models		
Purpose	To coordinate and contribute to the implementation, evaluation, and promotion of alternative models to help address Hospital Emergency Department demand for patients whom frequently present with poorly controlled chronic and complex conditions.		
Approval date	23 June 2023	Approved by	Sharon Sweeney

About the Health Alliance

The Health Alliance was established in 2017 by Brisbane North PHN and Metro North Hospital and Health Service (Metro North Health) to address the complex challenges facing the North Brisbane health system.

The vision of the Health Alliance is for people in our region to experience an integrated system of care that delivers quality health outcomes.

We do this by providing a platform for health innovation, where patient-centred ideas and initiatives are developed, tested and evaluated. And we use our influence to expand opportunities for healthcare improvement, whether through policy change or funding and support. We work strategically and collaboratively, taking a systems approach to solving challenged at the sector level.

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

About 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 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
- An accountable and 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.



About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our 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 our 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. Come and work where people are at the centre of everything we do, and your contribution is truly valued.

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

Our Vision

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

Our Values

- Respect
- Teamwork
- Compassion
- High Performance
- Integrity

Key outcome areas

To ensure the Health Alliance works effectively to achieve its planned outcomes as 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, the General Manager, and the Joint Board Committee of the Health Alliance.

Role-specific

- work with the Program Manager, Complex Care Models and the Health Alliance team to develop, deliver and evaluate the Care Collective projects in Caboolture and Redcliffe regions
- engage and collaborate with key stakeholders and partner organisations including health service providers from primary and tertiary care, to support the implementation, progression and expansion of the Care Collective project
- assist with the preparation, maintenance and monitoring of project planning documents and tools including the project, communication, risk management and evaluation project plans
- contribute to the co-design process with clinicians, consumers and carers to achieve the outcomes of the Care Collective model
- assist with the development of communication collateral to directly engage hospital clinicians, general practices, general practitioners and consumers

- support project governance groups, including through the provision of coordination and secretariat functions for meetings and updating relevant project progress reports, action registers and contact information
- represent the organisation on relevant committees, advisory groups and events as they relate to the role and organisational objectives
- 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: Program Manager, Complex Care Models | Health Alliance

Direct reports: Nil

Level of delegation

(Per Delegation Matrix – CEO to staff)

Financial: Nil

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.
- experience in effective stakeholder engagement, consultation and relationship development including consumers, carers, advocates, providers, and policy makers.
- strong understanding of the health care system including primary health care, tertiary health, and referral pathways (or ability to acquire that knowledge quickly).
- excellent communication skills including verbal and written skills, consultation, negotiation, and interpersonal skills, with a demonstrated ability to problem solve, use initiative and sound judgement.
- demonstrated ability to manage complex and numerous tasks to achieve an outcome, and responsiveness, resilience, and flexibility to manage a rapidly evolving project and program environment.
- Intermediate 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.)