

Position description

Position	Service Navigation Coordinator		
Purpose	Provide health service navigation for external stakeholders and triage for referrals as part of the Team Care Coordination program		
Approval date	5 May 2021	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.

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

- provide clinical triage and allocation for referrals received through the Team Care Coordination program which provides assessment and care coordination for people living with chronic health conditions.
- work collaboratively with team members to ensure fair allocation of referrals according to set KPIs
- deliver up-to-date and accurate service navigation and Team Care Coordination program information to health professionals and the general public who contact the Team Care Coordination Service Navigation telephone line

www.brisbanenorthphn.org.au

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Level 2, 10 Endeavour Boulevard
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- complete accurate collection of mandatory client data and documentation of clinical notes in the Team Care Coordination Client Management System
- maintain a working knowledge of community services including referral pathways, eligibility and availability
- keep the Community Services Directory up-to-date

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: Team Leader | Care Coordination

Direct reports: None

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

- Registered Nurse with a minimum of 5 years recent community experience with current registration with AHPRA
- excellent verbal and written communication skills with recent previous experience working on health services support lines or in customer services role
- experience in clinical triage, problem solving and decision making that supports prioritising client caseload
- knowledge of the primary health care sector, local public and private health care services and resources
- 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 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.)