

Position description

Position	Team Leader – Ageing and Palliative Care		
Purpose	To lead the delivery of ageing and palliative care programs (within the Mental Health and Connect Communities team) that aim to improve the health and wellbeing of older people living at home in the Brisbane North region.		
Salary Band	3		
Approval date	24 April 2026	Approved by	Carol Hope

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 voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region
- An accountable, 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.

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

- develop and lead team members in the delivery of the ageing and palliative care portfolio of the Connected Care team.
- develop and lead a high-performing team, responding to their day-to-day needs and providing effective mentoring and professional development opportunities.
- apply appropriate recruitment, induction, and performance management principles in compliance with organisational policies and procedures.
- develop and implement training and development frameworks that support the team in performing their roles within the scope of practice.
- evaluate program effectiveness, identify trends, and make data-driven recommendations for improvement.
- support the implementation of project plans for ageing and palliative care initiatives, aligning goals with commonwealth, state and organisational objectives and monitoring progress towards key milestones.
- facilitate collaboration with diverse stakeholders such as government agencies, community organisations, healthcare providers, lived experience and advocacy groups, fostering partnerships to drive improvements in ageing and palliative care.
- drive quality improvement in ageing and palliative care, ensuring compliance with standards and best practices.
- manage program data quality and prepare comprehensive program reports.
- drive planning, budgeting, resource allocation, risk management, and reporting, to ensure successful implementation of ageing and palliative care projects.
- develop culturally sensitive programs and services that cater to the specific needs of diverse communities.
- support the Manager – Connected care with various tasks as required, showcasing a collaborative and supportive approach to achieving organisational goals.

Please note:

- it is expected that in this role you are willing and able to meet vaccination and PPE requirements to enable you to enter Residential Aged Care services in order perform the functions of your role.
- it is expected in this role that you will have annual Influenza vaccinations.
- you may be required to present evidence of vaccinations on request.

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

Role related details

Relationships

Reports to: Manager – Connected Care

Direct reports: Lead – Palliative Care Program

Lead – Residential Aged Care Access Program

Lead – Residential Aged Care Quality Program

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Award alignment

Award: Health Professionals and Support Services Award 2020

Level: Support Services Level 9

Key selection criteria

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

Qualifications and experience

- Tertiary qualifications in a health-related field and significant experience in mental health services, including knowledge of local, state, and national policies and directions.
- Skills, knowledge, and experience in successfully leading and developing a high-performing team, including supporting them through change.
- Experience in working collaboratively with individuals and groups including consumers, carers, local health services, allied health professionals and other stakeholders and with people with a lived experience, and representatives from priority groups, including LGBTIQ+, Aboriginal & Torres Strait Islander people, veterans, culturally and linguistically diverse people.
- Proven track record in stakeholder engagement, ongoing coordination including an ability to build relationships and supportive partnerships with community leaders, and other stakeholders including government and non-government organisations.
- Project management experience in a health or wellbeing-related project/program, coordinating resources and meeting reporting requirements to ensure project outcomes are achieved.
- Excellent verbal and written communication skills and interpersonal skills with the ability to motivate, influence and gain commitment.
- Experience in program development, implementation, evaluation/ monitoring and reporting.
- Intermediate to advanced skills in the MS Office suite – Word, Outlook, Excel and PowerPoint

Capabilities

The Brisbane North PHN Leadership and Commissioning Capability Framework applies to all roles within the organisation. Please refer to the Framework document found on our Careers page. Applicants are encouraged to address these.

Leadership		Commissioning	
Capability domain	Level / Proficiency	Capability domain	Level / Proficiency
Leads self	Level 1	Commissioning & Service Delivery	Band 4 - Expected
Engages other	Level 2	Contract & Performance Management	Band 4 - Expected
Achieves Outcomes	Level 2	Collaboration & Stakeholder Engagement	Band 4 - Expected
Drives innovation	Level 2	Project Management & Governance	Band 4 - Expected
Shapes systems	Level 2	Probity, Compliance & Risk Management	Band 4 - Expected
Bases decisions on available evidence	Level 2	Continuous Improvement & Evaluation	Band 4 - Expected

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.)