

Position Description

Position title	Program Coordinator – General Practice Quality Improvement
Status	Permanent, full time. (Part time options considered).
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN	
<p>Brisbane South PHN puts people at the heart of health care. We specialise in person-centred, place-based health system reform that delivers meaningful change and sustainable results. We are partnering to build a health and wellbeing system in which every person in the Brisbane south region, especially those with the greatest need, is supported to live well and experiences care that is connected, high quality and easy to access – our vision is ‘the best possible health and wellbeing for every person in the Brisbane south region’.</p> <p>In addition, our values - Courage, Integrity, Purpose, Respect, Synergy - shape the way we work with our stakeholders and with each other.</p> <p>Our purpose in partnering to build a health and wellbeing system in which every person in the Brisbane south region, especially those with the greatest need, is supported to live well and experiences care that is connected, high quality and easy to access.</p> <p>Brisbane South PHN supports the primary health sector in a number of ways.</p> <ul style="list-style-type: none"> • Through careful analysis, consultation and planning, we help to identify and address health needs and service gaps. • We share knowledge and information with and throughout our network. • We work directly with general practitioners, allied health professionals and health care organisations. • Our services include sharing of information, digital solutions and workforce education and training, so health service providers can be better placed to deliver care to patients, keeping them healthy and out of hospital. • Through our partners and contracted providers we commission the delivery of services for our region’s most vulnerable people, including those in need of mental health, drug and alcohol and other support services. 	
POSITION OBJECTIVE	
<p>The objective of this position is to:</p> <ol style="list-style-type: none"> 1. Coordinate activities that empower primary care practice teams to use evidence based continuous quality improvement, particularly in response to population and health priorities identified in the Brisbane South PHN needs assessment. 2. Coordinate activities to improve primary health providers ability to transform data to insight and insight to action to drive change, continuous improvement and person-centred care. 3. Facilitate and manage strong, productive relationships to ensure optimal delivery of program outcomes. 	
REPORTING RELATIONSHIPS	
Reporting to	Senior Coordinator – General Practice Quality Improvement
Direct reports	Nil
KEY RELATIONSHIPS	
External	General practitioners, practice nurses, administration support staff with practices in the Brisbane south region, National peak bodies, other relevant organisations to support role.
Internal	All Brisbane South PHN teams and specifically Practice Nurse Support Program, Digital Health team.

Position Description

KEY RESPONSIBILITIES

Supporting General Practice

- Coordinate the implementation of initiatives to build the capability of general practice teams to improve patient health outcomes.
- Support the practice team to utilise quality improvement principles, such as the Model For Improvement.
- Plan and implement an organised schedule of face to face visits to general practices.
- Provide support and guidance to practice staff in relation to the collection and use of clinical data to inform quality improvement activities.
- Encourage general practices not enrolled in the program to access and participate in quality improvement resources and tools available from the PHN
- Coordinate and facilitate education opportunities in relation to general practice improvements.

Stakeholder Engagement

- Establish and maintain productive and collaborative relationships with general practice teams and other stakeholders.

Monitoring and evaluation

- Actively participate in and inform monitoring and evaluation of programs and activities.
- Comply with reporting requirements by collecting, collating, and communicating all relevant data to the appropriate internal and external stakeholders.
- Seek feedback from staff and other stakeholders.

General

- Perform other duties consistent with the position where required and/or requested by management from time to time.
- Complete mandatory and other training as required.
- Adhere to all organisational policies and procedures, including all workplace health and safety measures.

KEY SELECTION CRITERIA

Essential

- Tertiary qualification in a health/business discipline and/or related field and/or significant relevant experience.
- A strong understanding of the primary health care sector (particularly general practice) and the Australian Health system.
- Ability to develop and maintain productive and effective stakeholder relationships to support achievement of agreed outcomes.
- Demonstrated experience and understanding of quality improvement methodologies
- Engaging written and verbal communication and interpersonal skills to effectively communicate with various stakeholders.
- Moderate/high level of computer literacy and capacity to understand software applications and systems relevant to the program.
- Ability to analyse and manage data to facilitate performance reporting.
- Ability to operate as a member of a high functioning, collaborative team.
- Current driver's licence
- National Police Check.

Position Description

Core Capabilities

The Brisbane South PHN Capability Framework defines the core capabilities including knowledge, skills and behaviours required for all employees to perform their role and ultimately for Brisbane South PHN to deliver on its strategic objectives.

This position is classified as band level 2.

Manager's Signature		Date
Manager's Name		
Employee's Signature		Date
Employee's Name		