

Position Description

Position title	Services Coordinator – Family Support
Status	Full time, Fixed Term until 30 June 2026
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN	
<p>Brisbane South PHN is one of 31 regional Primary Health Networks (PHNs) established nationally by the Australian Government to help deliver an efficient and effective primary health care system for the people of Australia. We work with health professionals and communities to understand our region's health and wellbeing needs, and commission services that respond to those needs. By investing in person-centred, place-based models of care, we deliver results for the people and communities in our region and support broader health system reform.</p> <p>As a local agent of system change for the people in our region, we're committed to:</p> <ul style="list-style-type: none"> • deeply understanding the health needs and service gaps in our region • commissioning safe, equitable health services in response to people's needs • improving health literacy and access to health services in our communities • supporting health professionals and workers in the primary health system • partnering to deliver better health outcomes and experiences of care for people in our region. <p>Our vision is 'healthy thriving communities'.</p> <p>Our values are Respect, Courage, Integrity, Equity, Collaboration, and Excellence shaping the way we work with our stakeholders and with each other.</p> <p>Our purpose is partnering with care providers and communities to strengthen health and wellbeing, especially for those with the greatest need.</p>	
POSITION OBJECTIVE	
<p>The objective of this position is to:</p> <ol style="list-style-type: none"> 1. Provide contract management and support quality improvement of Family Support initiatives as well as maintain strong relationships with service providers to achieve optimal service outcomes in support of system change. 2. Contribute to development of robust evaluation and data practices in the Family Support team. 3. Ensure activities focus on the achievement of program goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision. 	
REPORTING RELATIONSHIPS	
Reporting to	Program Manager – Family Support
Direct reports	Nil
Indirect reports (Team size)	Nil
KEY RELATIONSHIPS	
External	Commissioned providers; FDSV Sector; Primary health sector; Other PHNs; Commonwealth Department of Health, Disability & Ageing.
Internal	Commissioning, Insights and Performance; Priority Communities; Mental Health, Suicide Prevention and Alcohol & Other Drugs; Primary Health Team.
Delegation Authority	As assigned by the Brisbane South PHN Delegation of Authority Policy

Position Description

KEY RESPONSIBILITIES

Stakeholder Engagement

- Build and maintain positive relationships with service providers and partners to maximise the impact of Family Support initiatives.
- Participate in local and national governance of both FDSV PHN pilots and provide secretariat support as required.

Data analysis

- Actively contribute to the monitoring and evaluation of the Supporting Recovery FDSV Pilot Program and Supporting Primary Care FDSV Pilot in the Brisbane south region along with other Family Support initiatives.
- Within Brisbane South PHN's role as lead PHN for the Supporting Primary Care FDSV Pilot, support the Program Manager with progressing actions in relation to local and national family, domestic and sexual violence data collection, in partnership with other participating PHNs and key national partners.
- Support data practices in the Family Support team (in liaison with the organisational enabling teams), particularly in relation to the Supporting Recovery and Supporting Primary Care pilots.

Commissioning and Contract Management

- Contribute to program design and development and be an active part of procurement/commissioning and decommissioning processes including tender evaluation panels.
- Coordinate commissioned services including contract development and management, establishing and monitoring performance, service budgets as well as identifying and responding to risk and issues (including critical incidents) in alignment with priorities.
- Provide evidence informed recommendations to Managers in relation to deliverables, payments, commissioning and decommissioning decisions and to support planning more broadly.

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

- Relevant tertiary qualifications and experience in health, human services, policy, project management, evaluation and/or research.
- Demonstrated experience in establishing productive partnerships.
- An interest in improving outcomes for those impacted by FDSV and developing knowledge and understanding of the FDSV, primary health care and mental health care sectors.
- A keen interest in using data to drive program improvements that enhance the health and wellbeing of the community along with a desire to further develop knowledge and skills in this area.
- Demonstrated experience in coordinating project tasks to deliver positive outcomes in set timeframes.
- High level capacity to work with computer systems including Microsoft Office suite.
- Blue Card
- National Police Check

Desirable

- Previous experience in supporting evaluation and/or research frameworks, including data collection.
- Ability to analyse qualitative and quantitative information and identify and communicate key findings.
- Previous experience in the primary health care, mental health care and/or family, domestic and/or sexual violence sectors.

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		