

# Position Description

<b>Position title</b>	Primary Health Engagement Coordinator (System Integration and Coordination team)
<b>Status</b>	Fixed Term Full Time
<b>Location</b>	Eight Mile Plains

## ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN

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’.

In addition, our values - Courage, Integrity, Purpose, Respect, Synergy - shape the way we work with our stakeholders and with each other.

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.

### Brisbane South PHN supports the primary health sector in a number of ways:

- 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.

## POSITION OBJECTIVE

The objectives of this position are to:

1. Develop and maintain Brisbane South PHN’s reputation through the facilitation of strong, effective and meaningful engagement with our primary care providers and other key stakeholders.
2. Effectively coordinate engagement and support with the primary health workforce in responding to emergent priorities and program specific initiatives.
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

<b>Reporting to</b>	Manager – System Integration and Coordination
<b>Direct reports</b>	Nil

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KEY RELATIONSHIPS	
<b>External</b>	Department of Health and Ageing, Hospital and Health Services, Primary Health Networks, Providers, Consumers and other relevant organisations
<b>Internal</b>	System Integration and Coordination Team
<b>Delegation Authority</b>	As assigned by the Brisbane South PHN Delegation of Authority Policy
KEY RESPONSIBILITIES	
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain positive, effective and meaningful engagement with the primary health sector and other key stakeholders across the PHN catchment.</li> <li>• Undertake consultation and collaboration initiatives with primary health stakeholders to identify and design solutions to address relevant health issues.</li> <li>• Liaise and collaborate with internal teams to provide local intelligence and ensure effective communication of any emerging trends, issues or stakeholder feedback.</li> <li>• Ensure prompt and effective resolution of stakeholder issues and feedback, escalating as required.</li> <li>• Represent the organisation on relevant committees, advisory groups, and forum/events as they relate to the role and organisational objectives.</li> </ul> <p><b>Program Design and Delivery</b></p> <ul style="list-style-type: none"> <li>• Implement a broad range of activities to support health system integration and stakeholder engagement, responding to identified priority needs and in alignment with Brisbane South PHN’s strategic and operational plans.</li> <li>• Contribute to the planning, design, implementation and evaluation of stakeholder engagement activities and other projects/initiatives, utilising project management approaches.</li> <li>• Support cross-organisational ways of working by contributing expert stakeholder engagement advice and facilitating coordinated solutions.</li> <li>• Maintain accurate project and performance data and information as required for reporting on activities and project deliverables, and for communication to appropriate internal and external stakeholders (including accurate and timely capture of interactions in CRM).</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Perform other duties consistent with the position where required and/or requested by management from time to time.</li> <li>• Complete mandatory and other training as required.</li> <li>• Adhere to all organisational policies and procedures, including all workplace health and safety measures.</li> </ul>	
KEY SELECTION CRITERIA	
<ul style="list-style-type: none"> <li>• Demonstrated experience working in and/or strong understanding of primary health care sector and the Australian health system.</li> <li>• Ability to maintain high levels of knowledge in relation to policies, initiatives and other factors that affect general practice and primary health care professionals.</li> <li>• High level written and verbal communication and interpersonal skills to communicate with a range of stakeholders of varying skills and experience.</li> <li>• Demonstrated experience in developing and maintaining effective internal and external relationships to support integrated and coordinated ways of working and effective systems change</li> <li>• Strong problem-solving skills with the ability to analyse issues and work collaboratively on solutions, escalating matters as appropriate.</li> </ul>	

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- Proven capacity to work autonomously and independently within the scope of the role, demonstrating initiative in coordination of engagement approaches.
- Demonstrated experience managing numerous tasks to meet deadlines in a high demand work environment using well developed project management skills.
- Capacity to build and sustain personal resilience; and work effectively in dynamic, reactive and rapidly changing environments.
- Skills and experience working with SalesForce and SharePoint; with at least intermediate proficiency across the Microsoft Office suite (including Teams).
- Current Queensland driver’s licence
- National Police Check.

## 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 Leading Self and Services / Projects

<b>Manager’s Signature</b>		<b>Date</b>
<b>Manager’s Name</b>		
<b>Employee’s Signature</b>		<b>Date</b>
<b>Employee’s Name</b>		