

# Position Description

<b>Position title</b>	Service Coordinator – Family Support
<b>Status</b>	Fixed Term Full time
<b>Location</b>	Eight Mile Plains
<b>ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN</b>	
<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><b>Brisbane South PHN supports the primary health sector in a number of ways.</b></p> <ul style="list-style-type: none"> <li>• Through careful analysis, consultation and planning, we help to identify and address health needs and service gaps.</li> <li>• We share knowledge and information with and throughout our network.</li> <li>• We work directly with general practitioners, allied health professionals and health care organisations.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<b>POSITION OBJECTIVE</b>	
<p>The objective of this position is to:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Contribute to development of robust evaluation and data practices in the Family Support team, particularly in relation to the <i>Supporting Recovery</i> and <i>Supporting Primary Care</i> pilots.</li> <li>3. Ensure activities focus on the achievement of program goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision.</li> </ol>	
<b>REPORTING RELATIONSHIPS</b>	
<b>Reporting to</b>	Program Manager – Family Support
<b>Direct reports</b>	Nil
<b>Indirect reports (Team size)</b>	Nil

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KEY RELATIONSHIPS	
External	Commissioned providers; Primary Health sector; FDSV sectors; Other PHNs; Commonwealth Department of Health & Aged Care.
Internal	Family Support team; Mental Health, Suicide Prevention and Alcohol & Other Drugs Team; Commissioning, Insights & Performance Team.
Delegation Authority	As assigned by the Brisbane South PHN Delegation of Authority Policy
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Contribute to program design and development and be an active part of procurement/commissioning and decommissioning processes including tender evaluation panels.</li> <li>• Provide evidence informed recommendations to Managers in relation to deliverables, payments, commissioning, and decommissioning decisions and to support planning more broadly.</li> <li>• Support team business processes and governance across program management and service implementation functions.</li> <li>• Build and maintain positive relationships with service providers and partners to maximise the impact of Family Support initiatives.</li> <li>• Support the monitoring and evaluation of Family Support initiatives.</li> <li>• Participate in local and national governance of both pilots and provide secretariat support as required.</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</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	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications and/or experience in health or human services, policy or project management</li> <li>• Proven analytical and problem-solving skills, with a focus on using qualitative and quantitative data to drive decision making.</li> <li>• Demonstrated ability to plan and coordinate allocated activities with the understanding of team objectives and project deliverables.</li> <li>• Demonstrated ability to respond with initiative to changing priorities and operating environments and adjust plans and schedules accordingly.</li> <li>• Experience in facilitating and managing key relationships across the region and sector to achieve outcomes.</li> <li>• Highly developed written skills including report writing.</li> <li>• Proficiency in business systems and applications, including Microsoft Suite.</li> <li>• Blue Card</li> <li>• National Police Check</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in commissioning and contract management.</li> </ul> <p><b>Core Capabilities</b></p>	

# Position Description

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>		