

Position Description

Position title	Service Coordinator – Mental Health Suicide Prevention and Alcohol and Drugs
Status	Permanent Full-time
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.</p> <p>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 objectives of this position are to:</p> <ol style="list-style-type: none"> 1. Provide coordination of Mental Health, Suicide Prevention & Alcohol and Drugs (MHSPAOD) commissioned program services and initiatives, in line with Brisbane South PHN's Commissioning Framework, in collaboration with a range of regional community organisations. 2. Facilitate and manage strong, productive contractual relationships with commissioned service providers to ensure optimal delivery of program outcomes for the community. 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	This position reports to Program Manager MHSPAOD
Direct reports	Nil
KEY RELATIONSHIPS	

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External	Department of Health and Aged Care, Queensland Health, Metro South Health, Mental Health providers and peak bodies, Alcohol and Other Drug providers and peak bodies, Primary Care stakeholders including General Practice, Other Primary Health Networks
Internal	All Brisbane South PHN teams
Delegation Authority	As assigned by the Brisbane South PHN Delegation of Authority Policy
KEY RESPONSIBILITIES	
<p>Commissioning</p> <ul style="list-style-type: none"> • Coordinate Mental Health, Suicide Prevention & Alcohol and other Drugs commissioned services including contract development and management, establishing mechanisms for monitoring performance and service budgets as well as identifying and responding to risks and issues (including critical incidents) • Contribute to the co-design of new service models and procurement of services for the program in line with the Brisbane South PHN Commissioning Framework. • Develop and maintain strong relationships with commissioned service providers, managing the contractual relationship to achieve positive community outcomes. • Actively participate in and inform monitoring and evaluation of programs and activities, and identify opportunities for improvement • Lead and facilitate collaboration across commissioned providers to increase outcomes for the community • Lead and and/or contribute to projects and working groups to improve internal processes and service delivery in line with Brisbane South PHNs strategic goals and emerging community needs. • Comply with reporting requirements by collecting, collating and communicating all relevant data to the appropriate internal and external stakeholders, with a strong focus on data quality and integrity. <p>Stakeholder and partnerships</p> <ul style="list-style-type: none"> • Work with all stakeholders to ensure the commissioned services and initiatives are integrated, meet high priority populations health needs and result in better outcomes for consumers. • Lead and/or contribute to, the creation and development of regional mechanisms for planning and service integration. • In collaboration with Brisbane South PHN staff and other stakeholders develop new models of primary health care that are integrated, flexible and work across the continuum of care in our communities. • Facilitate and manage key relationships across the region, state and nationally to achieve program outcomes, including with PHNs, state and community organisations, peak bodies and other relevant organisations. • Represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives. <p>Community Engagement</p> <ul style="list-style-type: none"> • Attend and support community network meetings. • Participate in relevant community engagement events. • Ensure, and advocate for, community-informed practices and processes, as appropriate. <p>General</p> <ul style="list-style-type: none"> • 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. 	

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KEY SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> • A tertiary qualification in a health/business discipline and relevant experience as appropriate to the role • Strong understanding and demonstrated experience in government policy and initiatives for the Mental Health, Suicide Prevention and Alcohol & Other Drugs program and community sector. • An understanding of service delivery, engagement and collaboration within the mental health, community sector, Alcohol and drugs sector • Proven experience in service design and planning, implementation and monitoring, including managing projects with a diverse range of stakeholders. • Demonstrated ability to manage complex and numerous tasks to meet deadlines in a high demand work environment using well developed project management skills. • Demonstrated analytical and problem-solving skills, with a focus on using qualitative and quantitative data to drive decision making. • Significant experience in effective stakeholder engagement and relationship development with service sector partners. • Highly developed facilitation, interpersonal, communication and negotiation/influencing skills and the capacity to build and maintain relationships with a variety of stakeholders. • Demonstrated understanding of contemporary evidence-based approaches to mental health, suicide prevention, and integrated care, including concepts of change management and service co-design • Knowledge and understanding of person-centred care and the role of consumers in the planning, design, delivery and evaluation of health services. • Current driver's licence • Blue Card • National Police Check <p>Desirable</p> <ul style="list-style-type: none"> • A good understanding of commissioning principles and/or demonstrated experience of commissioning health services • Demonstrated ability to build and maintain positive and effective relationships to support achievement of agreed outcomes. • Ability to operate collaboratively as well as autonomously within high-functioning teams and across teams. <p>Core Capabilities</p> <p>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.</p> <p>This position is classified as Band Level 2</p>		
Manager's Signature		Date
Manager's Name		
Employee's Signature		Date
Employee's Name		