

Position Description

| | |
|---|--|
| Position title | Service Coordinator – Family Support |
| Status | Fixed Term Full-time until 30 June 2026 |
| 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 several 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. Provide contract management and support quality improvement initiatives of the Family Support team, particularly in areas related to domestic family violence, sexual violence, and child sexual abuse, while maintaining 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, particularly in relation to the Supporting Recovery and Supporting Primary Care pilots. 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 Manager – Family Support Program Development and Coordination |
| Direct reports | Nil |

Position Description

| KEY RELATIONSHIPS | |
|---|---|
| External | Commissioned Service Providers, Hospital and Health Services, Commonwealth Department of Health and Aged Care, Other PHNs, Consumers and other relevant organisations |
| Internal | All Brisbane South PHN teams |
| Delegation Authority | As assigned by the Brisbane South PHN Delegation of Authority Policy |
| KEY RESPONSIBILITIES | |
| <p>Contract Management and Quality improvement</p> <ul style="list-style-type: none"> • Coordinate contractual agreements with service providers for initiatives addressing domestic family violence, sexual violence, and child sexual abuse, ensuring activities meet funding objectives and timely delivery of outcomes. • Monitor service delivery and support continuous quality improvement processes to enhance service outcomes. • Identify and address risks related to contract performance and provider capability. • Support initiatives related to domestic family violence, sexual violence, and child sexual abuse to ensure effective service provision and impact. • Develop and maintain program documentation and governance across the initiatives. • Support team business processes and governance across program management and service implementation functions. <p>Stakeholder Relationships</p> <ul style="list-style-type: none"> • Develop and maintain strong partnerships with service providers, community organisations, and key stakeholders to foster collaboration and service integration. • Comply with reporting requirements by collecting, collating, and communicating all relevant data to the appropriate internal and external stakeholders. • Work in collaboration with the Program Manager to develop and manage stakeholder relationships (including external PHN relationships) to ensure the initiatives are integrated, meets priority populations health needs and results in better outcomes for consumers. • Represent Brisbane South PHN in stakeholder meetings and forums related to Family Support initiatives, particularly those focused on improving responses to domestic family violence, sexual violence, and child sexual abuse as they relate to the role and organisational objectives. <p>Evaluation and Data Practices</p> <ul style="list-style-type: none"> • Contribute to the development and implementation of evaluation activities for the Family Support team programs, particularly the Supporting Recovery and Supporting Primary Care pilot • Support data collection and reporting Support data collection, analysis, and reporting on commissioned programs addressing domestic violence, sexual violence, and child sexual abuse to inform evaluation <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. | |

Position Description

KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualifications and experience in public health, social sciences, community development, population health, human services, project management and/or a program specific discipline.
- Proven analytical and problem-solving skills, with a focus on using qualitative and quantitative data to drive decision making.
- Demonstrated ability to manage complex and numerous tasks to meet deadlines in a high demand work environment using well developed project management skills.
- Proven analytical solution focused problem-solving skills utilised to develop program solutions and, where implemented, ensure effective delivery.
- Experience in facilitating and managing key relationships across the region and sector to achieve outcomes.
- Experience working in the primary health, community, or social services sectors.
- Experience in contract management.
- Can demonstrate ability to perform as part of a team, ability to engage with staff and works to contribute effectively to organisation culture.
- Ability to leverage technologies to maximise efficiency and effectiveness.
- Current driver's licence
- Blue Card
- National Police Check

Desirable

- Experience or understanding commissioning of services and processes

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 for Brisbane South PHN to deliver on its strategic objectives. This position is classified as band level 2 Leading self and services/projects.

| | | |
|-----------------------------|--|-------------|
| Manager's Signature | | Date |
| Manager's Name | | |
| Employee's Signature | | Date |
| Employee's Name | | |