

Position Description

Position title	Service Coordinator – Homeless Health/Cultural Diversity
Status	Part time .8 FTE fixed term until 30/06/2025
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. Our purpose is 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>Brisbane South PHN supports the primary health sector in a number of 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 objectives of this position are to:</p> <ol style="list-style-type: none"> 1. Provide coordination of the Homeless Health and Cultural Diversity commissioned program services and initiatives in collaboration with a range of 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 Manager Family Support and Manager Cultural Diversity
Direct reports	Nil
KEY RELATIONSHIPS	
External	Department of Health and Aged Care, Primary Health Networks, Providers, Consumers, and other relevant organisations
Internal	All Brisbane South PHN teams
Delegation Authority	As assigned by the Brisbane South PHN Delegation of Authority Policy

Position Description

KEY RESPONSIBILITIES

Commissioning

- Provide coordination of the Homeless Health and Cultural Diversity portfolio, ensuring effective use of resources to achieve objectives within agreed timeframes and budgets.
- Contribute to procurement and commissioning of services for the program in line with the Brisbane South PHN Commissioning Framework.
- Actively participate in and inform monitoring and evaluation of programs and activities.
- Develop and monitor project plans and schedules, ensuring delivery of project tasks, control project documentation and provide timely, quality administrative and program support across the Homeless Health and Cultural Diversity populations.
- Comply with reporting requirements by collecting, collating and communicating all relevant data to the appropriate internal and external stakeholders.

Partnership Development

- Develop and maintain strong relationships with service providers, to achieve positive community outcomes.
- 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.
- Represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives.
- Work with service providers to build their capacity and integrate with other services.
- In partnership with the Manager, lead the development and management of stakeholder relationships to ensure initiatives are integrated and result in better outcomes for consumers.
- Lead community and consumer engagement approaches supporting a capacity-building approach and ensuring that community and consumer voice are central to program and system design approach

Project Management

- Lead the development of projects and maintenance of project management documentation and governance across the initiatives.

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 management and planning, population health, human services/social services, health promotion and or project management.
- An understanding of service delivery, engagement and collaboration within either the homelessness or culturally diverse sector would be highly desirable.
- Proven experience in service design and planning, implementation and monitoring, including managing complex 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.
- 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.

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- Knowledge and understanding of person-centred care and the emerging role of consumers in the planning, design, delivery and evaluation of health services.
- Current driver's licence
- National Police Check
- Blue Card

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.

Manager's Signature		Date
Manager's Name		
Employee's Signature		Date
Employee's Name		