

# Position Description

<b>Position title</b>	Services Coordinator – Older People
<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 services and other initiatives for older people and priority population groups.</li> <li>2. Facilitate strong, productive relationships with stakeholders to ensure optimal delivery of health outcomes for older people and priority population groups.</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>	This position reports to the Program Manager – Older Persons.
<b>Direct reports</b>	Nil
<b>KEY RELATIONSHIPS</b>	
<b>External</b>	Department of Health and Ageing, Hospital and Health Services, Primary Health Networks, Providers, Consumers and other relevant organisations
<b>Internal</b>	All Brisbane South PHN teams

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<b>Delegation Authority</b>	As assigned by the Brisbane South PHN Delegation of Authority Policy
<b>KEY RESPONSIBILITIES</b>	
<b>Service Coordination</b>	
<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>• As a member of the Older Persons team, support the development of integrated care pathways between services and programs within their portfolios and in collaboration with the other coordinators.</li><li>• Maintain full and accurate records in relation to all contract activity (including contracts, variations, communications, reporting, outputs/deliverables).</li><li>• Contribute to program design and development through participation in working groups, subject matter expertise, provider and program level data and feedback and be an active part of procurement/commissioning and decommissioning processes including tender evaluation panels.</li><li>• Work with providers to ensure full, accurate and timely reporting in relation to services.</li><li>• Work with internal PHN teams to establish data systems and use data insights to drive program performance and system improvements.</li><li>• Actively participate in and inform monitoring and evaluation of programs and activities.</li><li>• Collaborate with other team members to implement the Brisbane South Older People's Health and Wellness 3 Year Action Plan (2024 – 2027).</li><li>• Provide evidence informed recommendations to Managers in relation to deliverables, payments, commissioning, and decommissioning decisions and to support planning more broadly.</li></ul>	
<b>Stakeholder Engagement</b>	
<ul style="list-style-type: none"><li>• Build and maintain positive relationships with service providers and partners to achieve optimal goals within the context of systems change.</li><li>• Represent the PHN in, or if relevant, participate in internal committees, advisory groups, and events as they relate to the role and organisational objectives.</li></ul>	
<b>System Integration</b>	
<ul style="list-style-type: none"><li>• Coordinate engagement strategies with the home care sector workforce, as relevant to Brisbane South PHN's priority areas and aged care sector reforms.</li><li>• In partnership with Program Manager, identify conditions within the system that require change and develop/execute strategies to address these – supporting progress towards systems change and better outcomes.</li></ul>	
<b>General</b>	
<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>	

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## KEY SELECTION CRITERIA

- Demonstrated experience in health and community service programs or relevant tertiary qualifications and experience in health management and planning, population health, social services, project management.
- Strong understanding and demonstrated experience in government policy and initiatives for health and aged care.
- Experience in service implementation and monitoring, including managing complex contracts.
- Strong problem-solving skills with the ability to analyse issues and work collaboratively on solutions.
- Demonstrated experience in influencing, negotiating, and engaging positively within a service environment to achieve improved outcomes.
- Demonstrated ability to manage stakeholder relationships to support effective systems change.
- Experience in managing and analysing data sets, including quantitative and qualitative data to guide program development.
- Highly developed written skills including report writing skills.
- Demonstrated experience managing complex and numerous tasks to meet deadlines in a high demand work environment using well developed project management skills.
- Demonstrated understanding of systems and technology relevant to the role (e.g Microsoft Office Suite, Salesforce, Sharepoint, Survey Manager) and high-level capacity to work with and learn new software.
- Current driver's licence
- Blue Card
- 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>		