

# Position Description

<b>Position title</b>	Person Centred Care Lead
<b>Status</b>	Full-time
<b>Location</b>	Eight Mile Plains
<b>ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN (BSPHN)</b>	
<p>Brisbane South PHN has a strong commitment to working in partnership with our local communities, with primary health care professionals, regional hospital and health services, all levels of government and with the public, private and not-for-profit sectors. Through delivering on our strategic vision of Better System, Better Health, our aim is that the Brisbane South region, its primary health agencies, professionals and its local communities will be recognised as experiencing a high quality health system that is delivering improved lifelong health and wellbeing.</p> <p>In addition, our values - <i>Courage, Respect, Integrity, Synergy, and Purpose</i> - shape the way we work with our stakeholders and with each other.</p> <p>Our efforts are focused on improving the system for everyone – individuals, families, communities, health professionals, key stakeholders and the primary health sector.</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>Person Centred Collaborative Care</b>	
<p>Brisbane South PHN have developed a model of Person Centred Collaborative Care (PCCC). Brisbane South PHN’s strategic plan goal of “Better Health” aims to ensure care is accessible, appropriate and patient centred. Our strategic actions to promote the adoption of person centred care include:</p> <ul style="list-style-type: none"> <li>• Promote the provision of seamless, effective and efficient care that reflects a person’s whole of life health needs including physical and mental health</li> <li>• Build internal and external leadership and capacity to drive the development and implementation of patient-centred collaborative care across Brisbane South region</li> <li>• Partner and work with general practices in the development of capabilities that facilitate and support the adoption of patient-centred collaborative care</li> <li>• Lead a change management strategy that supports engagement and sustainable change in patient-centred care, business practices and new ways of thinking and working</li> </ul> <p>Our model of person centred collaborative care is informed by international evidence (including the Patient Centred Medical Home) and is entrenched in everything we do.</p>	

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POSITION OBJECTIVE	
<p>The objectives of this position are to lead the delivery of activities to promote the adoption of person centred care consistent with our strategic plan actions and Brisbane South PHN’s model of Person Centred Collaborative Care, including:</p> <ol style="list-style-type: none"> <li>1. Lead the coordinated development and delivery of the Person Centred Collaborative care project plan (and Activity Work Plan) across Brisbane South PHN</li> <li>2. Planning and coordinating initiatives and programs to build the capacity of primary care services (especially general practices) to deliver high performing primary care, and facilitate the delivery of integrated care approaches and programs based on the Person Centred Collaborative Care Principles</li> <li>3. Ensure activities focus on the achievement of Person Centred Collaborative Care goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision.</li> </ol>	
<b>Accountability</b>	This position reports to the Program Manager - Innovation and Integration
<b>Direct reports</b>	Nil
<b>Budget</b>	As per approved Activity Work Plans
<b>Delegated Authority</b>	As per approved BSPHN delegations
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> <li>• In collaboration and partnership with other Brisbane South PHN staff, embed the person centred collaborative care philosophy and principles into program areas of work, commissioning, and activities/project plans</li> <li>• Promote and enable Brisbane South PHN teams to effectively coordinate activities that advance the adoption of Person Centred Collaborative Care through engagement, support and workforce development of primary care providers (including general practice) with reference to the principles of Bodenheimer’s building blocks of high performing care, Patient Centred Medical Homes and the Quadruple Aim</li> <li>• Ongoing management of program works and project plans associated with Person Centred Collaborative Care including:               <ul style="list-style-type: none"> <li>- Maintaining accurate and contemporaneous project and performance data and information as required for reporting on deliverables and budgets</li> <li>- Ensuring the establishment and maintenance of productive and collaborative partnerships with project stakeholders including internal Brisbane South PHN staff, primary care providers and other service providers</li> </ul> </li> <li>• Development and delivery of change and adoption strategies associated with the delivery of Person Centred Collaborative Care</li> <li>• Support Brisbane South PHN in the design, development, execution and evaluation of several different but complimentary initiatives as part of primary health care reform, including any activities that might reasonably be expected to meet organisational and program objectives.</li> </ul>	

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## CAPABILITIES AND COMPETENCIES

Brisbane South PHN has a Capability and Competency Framework aligned to the Strategic Framework, Vision, Purpose and Values. The expected capabilities, competencies and success behaviours for this position are described in the Framework in the role group: **Specialists, Program & Project Unit Managers**.

Specific competencies required for success in this position include:

- Strategic agility – able to identify the big picture translating to operational and transactional actions.
- Adaptable and flexible – able to identify and respond to emerging situations with relative ease.
- Logical and systematic – able to shape and apply systems and process thinking to problem solving.
- Innovative – ability to think outside of the box, challenge the status quo and promote a culture of continuous improvement.
- Engaging – build purposeful and influential relationships of respect, collaboration and cultural sensitivity.

## SKILLS, EXPERIENCE AND QUALIFICATIONS

- Advanced knowledge of the broader Australian Health System, in particular the Primary Health sector.
- Demonstrated knowledge and understanding of contemporary, evidenced based primary health reform initiatives. Experience leading change and reform.
- Advanced understanding of systems that contribute to integration across the health system (e.g. Digital Health, funding models, policies, strategies, research and evidence).
- Strong analytical and problem solving ability that drives improvement.
- Experience working in a project based environment.
- Demonstrated ability to engage productively with clinicians and other members of the health care team to build strong and sustainable relationships.
- Formal tertiary qualifications and studies in health, human services or change management are desirable
- Current driver's licence

<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>		