

Position Description

Position title	Program Implementation Lead – Digital Health
Status	.8 to full time (by negotiation) 2 positions available
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN	
<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 <i>the best possible health for every person in the Brisbane south region</i>, 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 - Courage, Respect, Integrity, Synergy, Purpose - 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>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 objective of this position is to:</p> <ol style="list-style-type: none"> 1. Facilitate and manage strong, productive partnerships with primary care practitioners and organisations including general practitioners, general practice staff, allied health professionals, specialists and pharmacies to achieve measurable improvements in the adoption and implementation of Digital Health initiatives designed to improve primary health care effectiveness and consumer health outcomes. 2. Actively support primary health transformation within the scope of digital health, through capability uplift, capacity building, partnerships, change management and quality improvement frameworks. 3. Ensure activities focus on the achievement of program goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision. 	
Accountability	This position reports to the Digital Health Coordinator
Direct reports	Nil
Budget	Nil
Delegated Authority	As per approved Brisbane South PHN delegations

Position Description

KEY RESPONSIBILITIES

- Work with primary care professionals and organisations including general practices, aged care providers, allied health providers, specialists and pharmacies to understand the benefits and encourage the uptake of national, state and local digital Health initiatives.
- Build the capacity and capability of primary health care professionals and organisations to enhance the quality of data collection and support data use and understanding within a Quality Improvement framework to enhance health outcomes.
- Develop resources, guides, web content, fact sheets and communication materials as required for projects and programs.
- Provide technical support to facilitate the uptake and use of digital health initiatives, software and applications.
- Work collaboratively with organisations, such as the Australian Digital Health Agency towards the attainment of shared objectives.
- Work cross-functionally within Brisbane South PHN to increase the use of data from primary health care services in organisational planning and strategy development.
- Provide internal input and guidance in relation to data governance, data privacy, data classification and handling and data audits and assessments.
- Record timely and accurate details of engagement activities and stakeholder information in the Brisbane South PHN customer relationship management system.
- Ensure prompt and effective resolution of customer service issues.
- Actively participate in and inform monitoring and evaluation of projects and activities.
- Comply with reporting requirements by collecting, collating, and communicating all relevant data to the appropriate internal and external stakeholders.
- Contribute as a member of a high-performing team, including providing advice and supporting staff development in keeping with delegated responsibilities and organisational policy and procedure.
- Any activities that might reasonably be expected in this position.

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: **Team Leader, Senior Officer, and Coordinator**.

SKILLS, EXPERIENCE AND QUALIFICATIONS

- In-depth experience in the application and implementation of, and aptitude for, digital health ICT solutions and systems– e.g. clinical software, My Health Record, electronic Prescriptions, virtual care options, PRODA, HPOS, Salesforce CRM.
- Demonstrated ability to support and teach others how to use various ICT solutions and applications.
- Demonstrated knowledge of project and change management methodology, implementation, monitoring and reporting.
- An ability to understand and adapt to new technologies and systems as they apply to the national and local primary healthcare sector.
- High level written and verbal communication, engagement and interpersonal skills.
- Good understanding of the primary health care sector and its role within the Australian health system.
- Ability to develop and maintain effective professional relationships both internal and external to Brisbane South PHN as appropriate.
- Demonstrated solution-focused problem-solving skills, data interpretation, and ability to troubleshoot within the scope of the role and to escalate matters as appropriate.
- Proven capacity to work autonomously and independently within the scope of the role.
- Tertiary qualification in health, ICT, business or related field is desirable.
- Current driver's licence

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