

Position Description

Position title	Senior Program Development and Services Coordinator
Status	Full Time Fixed Term
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN (BSPHN)	
<p>ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN</p> <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 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. Lead a team of Program Development Coordinators in managing the Alcohol and drugs regional systems response/community led/ initiative 2. Lead the operational coordination of the initiative including reporting requirements, as well as senior operational partnerships and working relationships with community. 	
Accountability	This position reports to the Program Manager Mental Health, Suicide Prevention and Alcohol and Drugs.
Direct reports	Up to 3 Program Development Coordinators
Delegated Authority	As per approved BSPHN delegations

Position Description

KEY RESPONSIBILITIES

- Provide team/project coordination of the initiative and supervision of staff ensuring effective use of resources to achieve objectives within agreed timeframes and budgets.
- Oversee co-design, coordination, procurement and evaluation of services/programs (as per PHN Commissioning Framework) and work closely with the Services Coordinator in their management of contracts.
- In partnership with the Manager, lead the development and management of stakeholder relationships (including external PHN relationships) to ensure the initiative is integrated, meets priority populations health needs and results 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 the design approach.
- In partnership with the Manager, identify conditions within the system that require change and develop/execute strategies to address these – supporting progress towards systems change and better outcomes.
- Lead the development and maintenance of project management documentation and governance across the initiative.
- Represent the PHN in, or if relevant, lead operational leadership committees, advisory groups, and events as they relate to the role and organisational objectives.
- Work with Brisbane South PHN units and partners to develop theories of change, program logics and associated KPIs, reporting frameworks and learning systems required of the initiative.
- Support team business processes and governance across program management and service implementation functions.
- 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
- Build and maintain positive relationships with service providers to achieve optimal goals within the context of systems change.
- Work with providers to ensure full, accurate and timely reporting in relation to services
- Work with internal PHN teams to establish data systems and use data insights to drive program performance and system improvements
- Represent PHN at operational networks/forums as relevant
- Provide evidence informed recommendations to Managers in relation to deliverables, payments, commissioning and decommissioning decisions and to support planning more broadly

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, Coordinator**.

SKILLS, EXPERIENCE AND QUALIFICATIONS

- Relevant tertiary qualifications and experience in health management and planning, population health, social services, project management and/or a program specific discipline.
- Strong understanding of government policy and demonstrated experience in initiatives for Mental Health Suicide Prevention and alcohol and drugs
- Strong understanding and demonstrated experience of working within the Mental health and Alcohol and drugs system will be highly regarded.
- Experience in leading effective stakeholder engagement and relationship development with community service providers, government, consumers, carers, advocates, policy makers and others.

Position Description

- Experience in leading and coordinating program and project teams with a focus on alcohol and drug.
- Highly developed interpersonal, communication and negotiation skills and the capacity to build and maintain relationships with key stakeholders.
- Demonstrated ability to manage complex and numerous tasks to meet deadlines in a high demand work environment using well developed project management skills.
- A demonstrated ability to develop theories of change, program logics in conjunction with partners and community/consumers and apply within an action research approach
- Current driver's licence.
- National Police Check

To comply with the *Workers in a healthcare setting (COVID-19 Vaccination Requirements) Direction, Public Health Act (2005) Qld*, it is a mandatory requirement that all Brisbane South PHN employees have had the prescribed number of COVID-19 vaccination doses before they can commence employment.

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