

Position Description

Position title	Services Coordinator – Older People
Status	Permanent full time
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. 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. Provide contract management and support quality improvement of Care Finder services and other initiatives for priority population groups, as well as maintain strong relationships with service providers to achieve optimal service outcomes in support of system change. 2. 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 Senior Program Development Coordinator
Direct reports	Nil
Budget	Nil
Delegated Authority	As per approved Brisbane South PHN delegations

Position Description

KEY RESPONSIBILITIES

Service Coordination (90%)

- 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 and partners to achieve optimal goals within the context of systems change.
- 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
- Maintain full and accurate records in relation to all contract activity (including contracts, variations, communications, reporting, outputs/deliverables)
- 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
- 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

Sector coordination (10%)

- Coordinate engagement strategies with the home care sector workforce, as relevant to Brisbane South PHN's priority areas and aged care sector reforms

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

- 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.
- Strong Microsoft Office skills
- Current driver's licence
- Positive 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.

Position Description

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