

Position Description

Position title	Senior Program Development Coordinator (Service Navigation)
Status	Full Time Permanent
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN (BSPHN)	
<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 the operational coordination of regional mental health and wellbeing service navigation including reporting requirements, as well as senior operational partnerships and working relationships with community. 2. Lead the integration of mental health and wellbeing system responses across Brisbane South region that support better access to services by enabling clear and efficient service navigation processes. 3. Lead project implementation of the Head to Health Phone Service in Brisbane South region. 4. Ensure that identified communities within Brisbane South region, including First Nations peoples, culturally and linguistically diverse people, LGBTQIA+ people and people with a disability have their unique service navigation and access needs addressed in the broader system response. 	
Accountability	This position reports to the Manager – Mental Health, Suicide Prevention, Alcohol and other Drugs.
Direct reports	Nil
Delegated Authority	As per approved BSPHN delegations

Position Description

KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Provide team/project coordination of the initiative 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 other PHN departments to enable system integration of the services/programs. • 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 in the Brisbane South region. • 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 to improve system navigation and implement strategies to address this, 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. 	
CAPABILITIES AND COMPETENCIES	
<p>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.</p>	
SKILLS, EXPERIENCE AND QUALIFICATIONS	
<ul style="list-style-type: none"> • 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 towards positive mental health and wellbeing. • Strong understanding and demonstrated experience of working within the mental health 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. • Experience in leading and coordinating program and project teams with a focus on mental health and/ or service navigation. • 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. • Criminal History Check 	
Manager's Signature	Date
Manager's Name	
Employee's Signature	Date
Employee's Name	