

Position Description

Position title	Service Coordinator – Family Support
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 objective of this position is to:</p> <ol style="list-style-type: none"> 1. Provide contract management and support quality improvement of Family Support initiatives, including two national pilots <i>Supporting the Primary Care sector response to Family, Domestic and Sexual Violence Pilot</i>’ and <i>Supporting Recovery – a pilot program to provide trauma-informed recovery care for victim-survivors of family, domestic and sexual violence</i>’ as well as maintain strong relationships with service providers to achieve optimal service outcomes in support of system change. 2. Contribute to development of robust evaluation and data practices in the Family Support team, particularly in relation to the <i>Supporting Recovery</i> and <i>Supporting Primary Care</i> pilots. 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 Program Manager – Family Support
Direct reports	Nil
Budget	Nil
Delegated Authority	As per approved BSPHN delegations

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KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Build and maintain positive relationships with service providers and partners to maximise the impact of Family Support initiatives. • Actively contribute to the monitoring and evaluation of the <i>Supporting Recovery – a pilot program to provide trauma-informed recovery care for victim-survivors of family, domestic and sexual violence</i> and <i>Supporting the Primary Care sector response to Family, Domestic and Sexual Violence Pilot</i> in the Brisbane south region along with any other Family Support initiatives. • Within Brisbane South PHN’s role as lead PHN for the <i>Supporting the Primary Care sector response to Family, Domestic and Sexual Violence Pilot</i>, support the Program Manager with progressing actions in relation to primary health care recording of family, domestic and sexual violence and other relevant pilot data collection tools, in partnership with other participating PHNs and key national partners. • Participate in local and national governance of both pilots and provide secretariat support as required • 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. • Contribute to program design and development and be an active part of procurement/commissioning and decommissioning processes including tender evaluation panels • Provide evidence informed recommendations to Managers in relation to deliverables, payments, commissioning and decommissioning decisions and to support planning more broadly • 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 or human services, policy, project management, and/or research • Experience in designing and implementing monitoring, evaluation and learning frameworks, including developing data collection and data analysis methods. • Strong problem-solving skills with the ability to analyse issues and work collaboratively on solutions. • Demonstrated experience in establishing productive partnerships, influencing, negotiating, and engaging positively within a service environment to achieve improved outcomes. • 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. • High level capacity to work with computer systems including Microsoft Office suite. • Positive National Police Check and Blue Card 	
Manager’s Signature	Date
Manager’s Name	
Employee’s Signature	Date
Employee’s Name	