

Position Description

Position title	After Hours Program Coordinator
Status	Full time fixed term
Location	Eight Mile Plains

ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN

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’.

In addition, our values - Courage, Integrity, Purpose, Respect, Synergy - shape the way we work with our stakeholders and with each other.

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.

Brisbane South PHN supports the primary health sector in a number of ways.

- 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

The objective of this position is to:

1. Ensure activities focus on the achievement of program goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision.
2. Facilitate positive relationships with stakeholders and community groups to achieve optimal delivery of health outcomes for priority population groups by identifying barriers and improving access to available after-hours care.
3. Coordination of program initiatives including reporting requirements, operational partnerships and working relationships with the community.

Position Description

REPORTING RELATIONSHIPS	
Reporting to	This position reports to the Senior Program Development Coordinator – Primary Health Engagement
Direct reports	Nil
KEY RELATIONSHIPS	
External	Department of Health and Ageing, Hospital and Health Services, Children Health's Queensland, Queensland Ambulance Service, Primary Health Networks, Medical Deputising Services, Health Care Providers, Consumers and other relevant organisations,
Internal	All Brisbane South PHN teams
KEY RESPONSIBILITIES	
<p>Project Design, Delivery and Coordination</p> <ul style="list-style-type: none"> • Provide effective project coordination of the after hours program to achieve objectives and evaluate current services/programs (as per PHN Commissioning Framework). • Support team business processes and governance across program management and service implementation functions. • Plan and coordinate allocated activities to ensure effective use of resources to achieve objectives within agreed timeframes and project deliverables. • Accommodate and respond with initiative to changing priorities and operating environments and adjust plans and schedules. • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals and project plans. • Ability to implement the process of strategically planning, designing, procuring, monitoring and evaluating health services to meet the health needs of the community. <p>Stakeholder Relationships</p> <ul style="list-style-type: none"> • Develop and maintain relationships with key stakeholders, system partners and priority community groups to address systemic challenges and work collaboratively to implement evidence-based solutions to improve a coordinated approach to after-hours and urgent care needs within the region. • Comply with reporting requirements by collecting, collating, and communicating all relevant data to the appropriate internal and external stakeholders. • Collaborate with internal and external stakeholders to develop and implement engagement approaches to support the community with after-hour service promotion and access. • Represent the PHN in, or if relevant, participate in internal committees, advisory groups, and events as they relate to the role and organisational objectives. <p>System Integration</p> <ul style="list-style-type: none"> • In partnership with the Senior Program Development Coordinator, identify conditions within the system that require change and develop/execute strategies to address these – supporting progress towards systems change and better outcomes. <p>General</p> <ul style="list-style-type: none"> • Perform other duties consistent with the position where required and/or requested by management from time to time. • Complete mandatory and other training as required. • Adhere to all organisational policies and procedures, including all workplace health and safety measures. 	

Position Description

KEY SELECTION CRITERIA

Essential

- Demonstrated experience and strong understanding of the primary health care sector and the Australian health system.
- Demonstrated knowledge of project management methodology, implementation, monitoring and reporting
- Highly developed interpersonal, communication and negotiation skills with 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.
- Proven analytical solution focused problem solving skills utilised to develop program solutions and, where implemented, ensure effective delivery.
- Demonstrated ability to manage stakeholder relationships to support effective systems change.
- Proven capacity to work autonomously and independently within the scope of the role, demonstrating initiative in coordination of engagement approaches.
- Ability to maintain high levels of knowledge in relation to policies, initiatives and other factors that affect general practice, primary health care professionals and priority communities.
- Can demonstrate ability to perform as part of a team, engage with staff and works to contribute effectively to organisation culture.
- Ability to leverage technologies to maximise efficiency and effectiveness.
- Can demonstrate drive, motivation and is able to self-reflect to commit to continuous learning and development.
- Current driver's licence (if applicable)
- National Police Check
- Blue Card

Desirable

- Experience in managing and analysing data sets, including quantitative and qualitative data to guide program development.

Core Capabilities

The Brisbane South PHN Capability Framework defines the core capabilities including knowledge, skills and behaviours required for all employees to perform their role and ultimately for Brisbane South PHN to deliver on its strategic objectives.

This position is classified as band level 2 Leading self and services/projects.

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