

Position Description (Full time, 12 months)

Coordinator, Alternate Care Project & MHRE Liaison

Key Objectives (2) Summary

1. To establish (in 9 months, 0.6FTE, July-March) a place-based health referral pathways framework for out-of-home-care children and youth in Mount Isa and achieve reporting deliverables for the Western Queensland Primary Health Network. The *Strengthening health assessment pathways for children and young people in out-of-home care project* is a joint collaboration between Queensland PHNs and the Department of Child Safety, Youth and Women, aimed at improving GP and primary health assessment and response to children in alternate care.
2. Support the My Health Record Expansion (MHRE) Program Manager and MHRE Project Coordinator (NW) to coordinate stakeholder relationship engagement strategies, cultural liaison, and deliver communications resulting in healthcare provider and consumer readiness.

Location	Mount Isa	Organisation	For more information: www.wqphn.com.au
Reports to	Executive Manager – Service Providers Commissioning	Status	Full time – 1.0 FTE
Direct Reports	Nil	Hours per fortnight	76
External Contact The position liaises externally with:	<ul style="list-style-type: none"> • Community groups, agencies and organisations • Indigenous health services, • Clinical service providers, health professionals including general practice, • Government departments, hospitals and health services, and community sector agencies. 	Clinical Governance	Not authorised
		Recruit/Terminate	Not authorised
		Media Contact	Not authorised
		Approve Expenditure	Not authorised
		Approve Contracts	Not authorised
Designated Funding or Program/s	Strengthening health assessment pathways for children and young people in out-of-home care project	Benchmark Award & Classification	Health Professionals and Support Services Award 2010

Accountabilities

1. Working with the Project Manager – Out of Home Care, improve integration, including information sharing and case coordination, between Child Safety, families, carer and primary health care teams for children and young people in alternate care.
2. Work with the primary health care sector to develop and embed knowledge and skills for working with children and young people in alternate care.
3. Improve access, timeliness and quality of health assessments for children in alternate care.
4. Work with local Health and Hospital Services to customise and implement a digital health pathway for working with children and young people who are in alternate care.
5. Develop and implement local communication strategies for the digital health pathway and embed and integrate these strategies into organisational practice.

6. Lead the co-design, development and implementation of place-based strategies (community of practice) with primary health and child safety stakeholders to:
 - o improve knowledge of working with children in care;
 - o improve access for children and carers/families to primary health assessment/response; and
 - o improve case coordination and integration.
7. As part of the approach, work with local Aboriginal and Torres Strait Islander community health services, kinship carers/organisations and families to build and implement a targeted response.
8. Contribute to the development and implementation of strategies that ensure sustainability of communities of practice in the longer term, post project.
9. Build and maintain key relationships across the industry and local area including clinical and non-clinical stakeholders.
10. Manage the design of effective stakeholder engagement strategies and undertake solution analysis to improve effectiveness.
11. Collaborate within the PHN collective and across teams to establish priorities and linkages, and to ensure opportunities are integrated and aligned with project and work plans.
12. Coordinate local implementation of the project work plan including setting objectives and tasks when required, monitoring and review of work processes, making recommendations for improvement, and taking responsibility for delivery of project components.
13. Throughout the 12 month term, participate in and conduct regular community and stakeholder engagement forums to further create awareness about the My Health Record expansion.
 - o Through effective cultural liaison, identify potential community champions and support community education and events in the North West region and occasionally in other regions.
 - o ensure that all activities are culturally inclusive, and engage closely with Aboriginal and Islander Community Controlled Health Services (AICCHS), general practices, pharmacies, allied health providers, and aged care providers.
 - o Using communication materials provided by the Agency undertake undertake engagement activities at appropriate local events to engage with priority groups or key consumer groups, such as individuals living with mental health conditions, parents of newborns, the elderly, people with chronic health conditions, people with a disability, the homeless as well as general consumers.
 - o using communications materials provided by the Agency ensure that pamphlets, posters, quick reference guides and frequently asked questions are available for use by providers to educate patients and consumers.
 - o identify and report consumer feedback where provided, level of engagement, and local My Health Record success stories to the Agency's Central Communications Team and respond to changes if and as required.
14. Assess stakeholder needs and identify and tailor solutions, ensuring close alignment with project goals.
15. Participate in project evaluation processes as required. Monitor project milestones for each project, ensuring alignment with day to day work activities, and report and escalate issues or risks as they arise.
16. Complete regular reporting using WQPHN systems and provide written and verbal up-dates to the Alternate Care Project Manager and MHRE Program Manager as required.
17. Contribute to staff training and support professional collaborations or forums and quality improvement networks.
18. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Core Competencies

The core competencies expected of all WQPHN staff are:

1. Managing Change: Support organisational changes needed to improve effectiveness; helping others to successfully manage organisational change. Undertake training and professional development to sustain or develop required capabilities.
2. Customer Orientation: Represent WQPHN in a professional and appropriate manner, demonstrating commitment to satisfying external and/or internal customers, including culturally appropriate, respectful communication.
3. Analytical Thinking: Identify and seek out information needed to clarify a situation, and to address problems by using a logical, systematic, sequential approach.
4. Verbal and Written Communication: Express oneself clearly and appropriately in conversations and interactions with others and in business writing, including giving presentations and writing reports.
5. Teamwork: Work cooperatively in a team and in accordance with the Code of Conduct and encourage other staff to do the same.
6. Initiative: Identify what needs to be done and proactively take appropriate action.
7. Influencing Others: Gain others' support for ideas, proposals, projects, and solutions.
8. Personal Resilience Qualities: Demonstrate integrity, punctuality, reliability and a commitment to problem-solving and achieving results.
9. Safety: Support the provision of a safe environment by complying with safe work practices and the WQPHN risk management framework.
10. Quality: Comply with the WQPHN Quality Management System (QMS), policies and procedures, and document control. Actively contribute to Continuing Quality Improvement (CQI) and other initiatives.

Minimum Qualifications and Competencies

1. Relevant tertiary qualifications and/or experience in health management and planning, population health, social services, and/or project management.
2. Strong understanding and demonstrated experience of working within the child protection system and/or within the child and family health system.
3. Experience in coordinating community services or health services projects and/or programs.
4. Experience in effective stakeholder engagement, relationship development and solutions design with community service providers, consumers, carers, advocates, providers and others.
5. High level understanding of the health, social and emotional well-being needs of regional, remote and rural communities including Aboriginal & Torres Strait Islander Peoples with the ability to engage a range of communities and community leaders, services and consumers and designing solutions that reflect their needs.
6. Experience in designing and delivering training to community and health providers.
7. A driver's licence and competence in driving long distances in rural or remote areas is essential.
8. The ability to represent WQPHN in a professional and appropriate manner and in doing so raise the profile of general practice and its role in primary health care.
9. Evidence of ability to prepare business communication documents, reports, agendas, minutes, and general correspondence.
10. Ability to manage conflicting deadlines and demonstrate effective problem solving skills.
11. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
12. Ability to work with minimal supervision.
13. Competency and experience in computing applications including Sharepoint, word processing, spreadsheet, database, presentation software, and similar.
14. Equipment to be used:
 - personal computers including laptops and software including Microsoft applications;
 - office equipment including telephone, facsimile, photocopier, printer and other business equipment; and
 - audio-visual, electronic, and other equipment for meetings, events and teleconferences.

The incumbent may be required to undertake training and professional development to ensure currency of knowledge and professional obligations.

Key Selection Criteria (Recruitment Applications)

In the context of the Position Description above, the key selection criteria are:

Professional

1. Demonstrated competence in coordinating client-focused, place-based referral pathways, case management or service integration for health and community providers, achieving planned outcomes and compliance in a challenging remote, rural or regional environment, with attention to detail and documentation for project management and reporting.
2. Proven capacity to display initiative and efficiency in time management, setting priorities, and problem solving, with minimal supervision, within policy guidelines.

Communication & Engagement

3. Demonstrated high level interpersonal skills (written and oral), with cultural understanding and respect to collaborate effectively with a range of stakeholders, particularly Aboriginal and Torres Strait Islander communities, contractors, suppliers and staff, within a geographically dispersed multi-disciplinary context, and to contribute to a positive culture.

Continuous Improvement, Quality and Compliance

4. Demonstrated ability to contribute to and actively support:
 - continuous quality improvement and change, professionalism, teamwork and performance accountability;
 - workplace policies including employment equity, anti-discrimination, workplace health and safety; and
 - privacy principles and confidentiality, including sensitive health records.

Other

5. Hold a current drivers licence, unrestricted for work purposes.