

<b>POSITION TITLE</b>	Coordinator, After Hours
<b>REPORTS TO</b>	Team Leader, Primary Care & Chronic Disease
<b>DIRECT REPORTS</b>	Nil
<b>TEAM</b>	Primary Care & Chronic Disease
<b>LOCATION</b>	WQPHN Office
<b>POSITION CLASSIFICATION</b>	Level 4
<b>RELEVANT AWARD &amp; CLASSIFICATION</b>	Award Free
<b>EMPLOYMENT STATUS &amp; HOURS</b>	Full time, 76 hours per fortnight

## Primary Purpose

The After Hours Coordinator is responsible for overseeing Western Queensland PHN (WQPHN)'s after-hours health programs to improve healthcare accessibility for vulnerable and culturally diverse communities across rural and remote areas of Western Queensland. This role ensures that after-hours services align with community needs through coordinated telehealth and primary healthcare support.

## Role Functions

The Coordinator, After Hours role is responsible for the following key functions within the WQPHN organisation:

- Manage multiple after-hours programs, to deliver cost effective primary healthcare to potentially reduce preventable hospitalizations in the regions, ensuring alignment with WQPHN's regional health priorities.
- Engage and consult with key stakeholders to inform program delivery and identify barriers to care.
- Enhance access to primary healthcare services during periods outside of normal operating hours.

## Key Responsibilities and Accountabilities

### Program Coordination and Development

1. Manage multiple after-hours programs, ensuring alignment with WQPHN's regional health priorities.
2. Develop work plans, set objectives, and monitor program activities, ensuring alignment with regional needs.
3. Collaboration between RFDS General Practitioners and HHS Primary Health Care staff to ensure continuity of care and reduce preventable hospitalizations and retrieval needs.
4. Improved access for vulnerable populations and those at risk of poorer health outcomes., access to a GP in the no-market regions

### Stakeholder Engagement and Consultation

5. Facilitate collaboration with key stakeholders, including RFDS, HHS, ACCHOs, and local health providers.
6. Establish and maintain relationships with regional service providers and health consumer groups to support co-design and co-commissioning efforts.

### Needs Assessment and Reporting

7. Lead the development of comprehensive health needs assessments, identifying barriers and gaps in after-hours care services and recommending strategies for improvement.
8. Collect and analyse data on program performance, health outcomes, and access issues, and prepare evidence-based reports to inform WQPHN's commissioning activities.

9. Prepare program reports, updates, and presentations for internal stakeholders and ensuring compliance with policies.

### **Program Representation and Promotion**

10. Represent WQPHN's after-hours programs in meetings, events, and regional forums to advocate for improved health service access and build awareness.
11. Promote the use of after-hours services within communities, particularly in remote areas with high seasonal populations, ensuring that service delivery meets community and environmental demands.

### **Collaboration for Culturally Appropriate Care**

12. Collaborate with clinical and non-clinical teams to integrate culturally appropriate and holistic care within all after-hours programs, particularly for Aboriginal and Torres Strait Islander populations and those from diverse cultural backgrounds.
13. Facilitate knowledge sharing among service providers to ensure continuity of care and effective use of MBS items for after-hours services.

### **Service Accessibility and Impact**

14. Monitor and address barriers to service accessibility, including geographic, socioeconomic, and linguistic factors, providing solutions that enhance care delivery.
15. Work with program stakeholders to implement effective, cost-efficient health services that reduce preventable hospitalisations and meet the specific needs of remote and transient communities in the region.

### **General**

16. Adhere to all established Information Security Management System (ISMS) and Quality Management System (QMS) policies, procedures, and guidelines to ensure the protection and compliance of the organisation.
17. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

## **Our Commitment to Reconciliation**

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

## **Minimum Qualifications and Competencies**

1. Tertiary qualifications in health, social sciences, community development, or a related field, with equivalent experience.
2. Demonstrated experience in program coordination, particularly in rural and remote healthcare or after-hours service delivery.
3. Proven ability to engage with culturally and linguistically diverse populations and Indigenous communities.
4. Strong skills in stakeholder engagement, including the ability to manage relationships across health sectors and community organisations.
5. Experience in needs assessment, data collection, and report writing.
6. Strong project management skills and ability to manage multiple program responsibilities.
7. Familiarity with telehealth services, remote healthcare delivery models, and knowledge of Western Queensland PHN priorities and regional healthcare challenges would be highly desirable



## Key Performance Measures

8. Maintain program coverage in designated rural and remote areas, with quarterly reviews of accessibility metrics.
1. Ensure alignment of after-hours programs with WQPHN's regional health priorities, evaluated semi-annually through program audits.
2. Conduct monthly consultations with key stakeholders to inform program delivery.
3. Maintain a stakeholder satisfaction score of at least 80% in quarterly surveys, ensuring effective and collaborative engagement.
4. Submit all required program reports and updates by established deadlines, achieving 100% on-time submission.
5. Ensure all programs incorporate culturally appropriate care models, as verified through annual internal and external reviews.
6. Complete comprehensive needs assessments annually, identifying after-hours care barriers and submitting recommendations for improvement.
7. Demonstrate and model the WQPHN values.
8. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
9. Meet 100% completion of mandatory and organisational training priorities.

## Key Relationships

### Internal

- Senior Management Team
- Office of the Chief Executive Officer
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

### External

- Department of Health & Aged Care (DoHAC) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

## Acceptance

<b>EMPLOYEE NAME</b>			
<b>EMPLOYEE SIGNATURE</b>		<b>DATE</b>	