



<b>POSITION TITLE</b>	<b>Coordinator, Aged Care</b>
<b>REPORTS TO</b>	Head of Primary Health & Commissioned Services
<b>DIRECT REPORTS</b>	Not applicable
<b>TEAM</b>	Primary Care & Chronic Disease
<b>LOCATION</b>	WQPHN office
<b>POSITION CLASSIFICATION</b>	Level 4
<b>RELEVANT AWARD &amp; CLASSIFICATION</b>	Above Award
<b>EMPLOYMENT STATUS &amp; HOURS</b>	Full time, 1.0 FTE, 76 hours per fortnight

## Primary Purpose

The purpose of this role is to undertake and commission activities that support better access to aged care services which address identified needs and gaps in primary health systems in the WQPHN region. This role coordinates planning and reporting with WQPHN's directly commissioned and indirectly engaged aged care providers to achieve positive outcomes for healthy ageing in Western Queensland regions.

## Role Functions

The Coordinator, Aged Care is responsible for the following key functions within the organisation:

- Commission services to improve outcomes for senior Australians which address identified needs and gaps in primary health and aged care systems;
- Support access to general practitioners and aged care services for seniors within Western Queensland communities; and
- Coordinate contract management performance processes, including compliance reporting under the Activity Work Plan.

## Key Responsibilities and Accountabilities

1. Telehealth care for aged care residents:
  - a. Assist participating RACFs to have appropriate telehealth facilities and equipment to enable their residents to virtually consult with their primary health care professionals.
  - b. Provide training to participating RACF staff to support them to have the capabilities to assist their residents in accessing virtual consultation services.
2. Out of hours support for residential aged care:
  - a. Provide guidance to assist participating RACFs to develop and implement after-hours action plans which will support their residents to access the most appropriate medical services out-of-hours.
  - b. Educate participating RACF staff in out-of-hours health care options and processes for residents.
  - c. Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required.
  - d. Support engagement between RACFs and their residents' GPs (and other relevant health professionals), as part of after hours action plan development.

3. Early intervention initiatives to support healthy ageing and ongoing management of chronic conditions:
  - a. Support older people to live at home for longer (including those not currently receiving aged care services) through the commissioning of early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions.
  - b. Increase awareness in the Western Queensland primary health care workforce of the needs of the local senior Australian population, and the availability of these early intervention initiatives.
  - c. Implement monitoring and evaluation standards and capabilities to ensure that commissioned services are effective and efficient and meet the needs of the community.
4. Care Finder Program:
  - a. Establish and maintain a care finder network that:
    - i) provides specialist and intensive assistance to help people in the Care Finder Target Population to understand and access aged care and connect with other relevant supports in the community;
    - ii) addresses the specific local needs of the Western Queensland region in relation to care finder support;
    - iii) includes a transition of the Assistance with Care and Housing (ACH) program (with the exception of hoarding and squalor services) to the Care Finder Program
    - iv) is supported to build their knowledge and skills
    - v) is an integrated part of the local aged care system
    - vi) collects data and information to support an evaluation of the Care Finder Program.
  - b. Support and promote continuous improvement of the Care Finder Program.
  - c. Support improved integration between the health, aged care and other systems at the local level within the context of the Care Finder Program.
5. 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 and/or extensive experience in aged care, primary healthcare, nursing, allied health, or health management equivalent or greater than 2 years.
2. Demonstrated knowledge and understanding of the primary health care sector, particularly healthy ageing and aged care needs of regional, remote and rural communities including Aboriginal & Torres Strait Islander Peoples.
3. Experience in digital health platforms including clinical data collection, collation and analysis.
4. Understanding of funding agreements and the ability to prepare business communications and reports that reflect and support the requirements.



5. Ability to work with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving and negotiation skills.
6. Highly developed interpersonal communication skills to build and maintain relationships with the ability to respectfully engage a range of communities and community leaders.
7. Competency in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
8. Hold a current driver's licence, unrestricted for work purposes.

## Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
3. Demonstrate appropriate use of provided funds for their purpose, produce reports and meet individual and specific KPI's as designated in each funding agreement, for the following funding streams: Aged Care and Core Flexible.
4. Meet deadlines with quality work outputs that exhibit creativity and forward-thinking.
5. Cultivate a range of strategic partnerships and engage key stakeholder collaborations.
6. Meet 100% completion of mandatory and organisational training priorities.
7. Consistently and proactively contribute to effective risk management, Quality Management System compliance and continuous improvement.

## 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>	