

POSITION TITLE	Team Leader, Ageing & Disability
REPORTS TO	Head of Primary Health & Commissioned Services
DIRECT REPORTS	Coordinator, Palliative Care Project Officer, Palliative Care Coordinator, Aged Care Project Manager, Integrated Care & Commissioning Coordinator, Practice Support Special Projects
TEAM	Ageing & Disability
LOCATION	WQPHN Office
POSITION CLASSIFICATION	Level 3
RELEVANT AWARD & CLASSIFICATION	Above Award
EMPLOYMENT STATUS & HOURS	Full time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

Lead and oversee the coordination and delivery of aged care and palliative care initiatives within the Western Queensland Primary Health Network (WQPHN). This role includes supervising Aged Care and Palliative Care Coordinators, ensuring effective program implementation, enhancing stakeholder engagement, and fostering integrated care solutions to improve outcomes for older Australians and people living with disabilities.

Role Functions

The Team Leader, Ageing & Disability is responsible for the following key functions within the organisation:

- Provide leadership, guidance, and oversight to Aged Care and Palliative Care Coordinators to ensure high-quality program delivery.
- Drive the development and implementation of projects that address the needs of ageing and disability populations.
- Strengthen partnerships and collaborative efforts across aged care, disability, primary health, and community sectors.

Key Responsibilities and Accountabilities

1. Leadership and Team Management:

- Assist the Head of Primary Health & Commissioned Services to execute the strategic plan, objectives, and business plan of WQPHN in alignment with and achievement of WQPHN Program Performance and Quality Framework (PPQF) criteria.
- Lead and oversee the Ageing & Disability team and function to achieve their KPI's, the organisation's strategic priorities and contribute to our vision: A comprehensive and integrated primary health care system that delivers better health outcomes for the people of remote Western Queensland.
- Conduct regular team meetings, performance reviews, and provide professional development opportunities.
- Provide leadership to influence, motivate and develop a diverse team for a strong culture aligned with the WQPHN vision, mission and values.
- Act as an escalation point for complex challenges faced by team members.

2. Program Monitoring and Reporting:

- Full oversight of all activities ensuring they support WQPHN's commissioning model, data requirements and the Annual Work Plan (AWP) to collaboratively build capacity and meet the identified complex needs of the local communities, thus contributing to our vision: *Western Queenslanders experiencing better health*.
- Oversee the planning, implementation, and monitoring of aged care and palliative care programs, ensuring alignment with organisational goals and funding requirements.
- Identify and address gaps in service delivery and opportunities for innovation.
- Ensure programs are delivered within budget, timeframes, and according to quality standards.
- Support the Head of Primary Health & Commissioned Services with Government funded programs, conducting regular reviews of service level agreements, KPIs and assigned program budgets to ensure financial systems are being followed and that budget controls and program acquittal targets are being achieved. Within this provide a regular update on key achievements, challenges or potential risks and issues, particularly relating to contract performance, service delivery and regional workforce management.

3. Stakeholder Engagement:

- Build and maintain strong relationships with stakeholders, including aged care providers, disability services, health organisations, and community groups.
- Facilitate collaborative approaches to improve care integration and access for target populations.
- Represent WQPHN at relevant forums and advocate for the needs of ageing and disability communities.
- Identify systemic barriers and work with stakeholders to implement solutions that improve service accessibility and quality.

4. General:

- Demonstrate flexibility to prioritise competing demands or lead change to ensure the best possible outcomes are achieved with team, partner, alliance and stakeholder support in a challenging environment.
- 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.
- 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 sciences, allied health, education or related fields with minimum of three years' experience in a similar role.
2. Demonstrated expertise in primary care and community health services, particularly in rural and remote settings, including experience with Aboriginal & Torres Strait Islander communities.
3. Proven ability to lead and manage a team through setting priorities, ensuring delivery and creating professional development opportunities.
4. Understanding of funding agreements and the ability to prepare business communications and reports that reflect and support the requirements and flag where there is a risk.



5. Excellent interpersonal skills with the ability to consult, negotiate and resolve issues both internally and externally.
6. Sound understanding of financial management requirements, including budget preparation and delivery of operations against commissioning and operational budget allocations.
7. High level understanding of the health service needs of regional, remote, and rural communities including Aboriginal & Torres Strait Islander Peoples with the ability to engage with a range of stakeholders.
8. An Australian Drivers 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 DoH deliverables.
3. Achievement of program objectives and outcomes for aged care and palliative care initiatives.
4. Improve access to integrated, evidence-based, culturally competent services in regional centres aligned to WQHCH Neighbourhood (place based), capability framework, and Activity Work Plans.
5. Engage key stakeholders through consultation to design programs and commission services based on program funding and community needs that result in improved service integration and better health outcomes for the target population.
6. Ensure that 100% of direct reports (e.g., Program Officers) meet their performance goals and 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

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	