

Key Objective & Summary

The Diabetes Program Manager is responsible for the development, management and evaluation of a range of diabetes activities including (but not limited to):

1. Western Queensland Diabetes Integrated Care Initiative including:
 - a. Allied Health Commissioning Alignment
 - b. Health Pathways Project
 - c. Chronic Disease Model of Care using Diabetes as the sentinel
2. WQPHN led Diabetes Primary Care Collaborative (linking with WQPHN Coordinators - PHC)
3. DQ led 'My Health for Life' program
4. DQ managed National Diabetes Services Scheme in Western Queensland
5. WQPHN led Primary Health Care Support programs (linking with WQPHN Coordinators - PHC)
6. Stakeholder relationship management including CheckUp and HHS Specialist provider networks and pathways.

NB: this is an interim role created to 31 December 2021 for the duration of secondment by the incumbent.

TEAM & LOCATION	Practice Capability & Innovation Team, Brisbane		
ORGANISATION	For more information: www.wqphn.com.au		
REPORTS TO	Executive Manager, Practice Capability & Innovation		
DIRECT REPORTS	Not applicable		
BENCHMARK AWARD	Not applicable	CLINICAL GOVERNANCE	Not authorised
AWARD CLASSIFICATION	Not applicable	MEDIA CONTACT	Not authorised
STATUS	Full time, 1.0 FTE	RECRUIT/TERMINATE	Not authorised
HOURS PER FORTNIGHT	76	APPROVE CONTRACTS	Not authorised
DESIGNATED FUNDING OR PROGRAM/S	My Health for Life, Flex Funding Diabetes Integrated Care Initiative	APPROVE EXPENDITURE	Authorised, within delegation
EXTERNAL CONTACT THE POSITION LIAISES EXTERNALLY WITH	<ul style="list-style-type: none"> • Queensland Health and other hospitals or health services (government and non-government) • Indigenous health services • Clinical service providers, health professionals including general practice • Other government departments and community sector agencies. 		

Accountabilities

The Diabetes Program Manager shall achieve key accountabilities and performance indicators, including:

1. Liaise with the WQPHN and Diabetes Qld (DQ) teams to determine Health professional and community needs relating to prevention and management of diabetes.
2. Develop, plan and manage joint projects between Diabetes Qld and WQPHN (in consultation with senior management) with a focus on Integrated Care for people living with and at risk of Diabetes.

3. Work with the WQPHN and Diabetes Qld teams to optimise the delivery of diabetes related activities into the region.
4. Engage with the Diabetes Qld Health Team, to identify opportunities to leverage existing funded or unfunded programs and/or develop services and support for delivery to health professionals on Diabetes Management within the WQPHN region.
5. Identify opportunities to support the Diabetes Qld Health Team to deliver consumer focused activities within the WQ.PHN region.
6. Work with the My Health for Life team, including the Heart Foundation, to identify opportunities to increase awareness of diabetes and cardiovascular risk in all primary care practices with a particular focus on supporting WQPHN Collaborative sites regarding diabetes risk assessment and prevention program delivery.
7. Leverage the WQPHN and DQ networks and engage stakeholders to find solutions to identified issues relating to Diabetes Prevention and Management.
8. Work with QHealth Pathways team, Western Qld HHSs and other relevant stakeholders to design, localise and meet requirements for Health Pathways within WQPHN region.

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 maintain or develop for 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 with others 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 doing it before being asked or before the situation requires it.
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. Experience in an equivalent position particularly with Health Pathways experience is highly desirable. Qualifications in health is preferred.
2. A driver's licence and competence in driving long distances in rural areas is highly desirable.
3. Demonstrated knowledge and understanding of primary health care sector is essential.
4. Evidence of ability to prepare business communication documents, reports, agendas, minutes, and general correspondence.
5. Competency and experience in computing applications including SharePoint, word processing, spreadsheet, database, presentation software, and similar.
6. Ability to manage conflicting deadlines and demonstrate effective problem-solving skills.

7. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
8. Ability to work with minimal supervision.
9. Equipment to be used:
 - a. personal computers including laptops and software including Microsoft applications;
 - b. office equipment including telephone, facsimile, photocopier, printer and other business equipment; and
 - c. audio-visual, electronic, and other equipment for meetings, events and teleconferences.
10. The incumbent may be required to undertake training and professional development to ensure currency of knowledge and professional obligations.

Key Performance Areas and Selection Criteria

Professional

1. Demonstrated competence in coordinating PHC service providers to deliver planned initiatives and outcomes for chronic disease needs in remote, rural or regional communities.
2. Demonstrated advanced skills in leadership, project planning and management, service contract management, reporting, time management, critical thinking, active listening, time management, setting priorities, and problem solving, with minimal supervision, and within policy guidelines.

Communication & Engagement

3. Demonstrated high level interpersonal skills (written and oral), with cultural understanding and respect to liaise effectively with all levels of staff, key stakeholders, contractors, and suppliers, to collaborate with geographically dispersed multi-disciplinary teams, and to contribute to a positive culture.

Control, Continuous Improvement and Compliance

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

Other

5. Hold a current driver's licence, unrestricted for work purposes and competence in driving long distances in rural or remote areas.