

Position Description

Position title	Health Coordination Consultant
Responsible to	Team Leader, Primary Care Development
Responsible for	Nil direct reports
Location	Fyshwick
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy
Acknowledgement of Country	COORDINARE South Eastern NSW PHN, acknowledges the Traditional Owners and Custodians of the lands across which we live and work. We pay our respects to Elders past, present and emerging, and acknowledge Aboriginal and Torres Strait Islander peoples' continuing connection – both physical and spiritual – to land, sea and sky.

About us

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities.

We focus our efforts on those who face the biggest inequities. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need.

We will also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our purpose

To improve the health of communities in South Eastern NSW.

Our priorities

Our three objectives and key priorities are:

1. **Accessible care** – by improving access to services such as mental health, alcohol and other drugs, chronic conditions, after hours and urgent care- especially for priority groups.
2. **Systemised care** – by strengthening linkages between primary care and the broader health system. We support general practice and commission coordination and navigation services that guide individuals through their health care journey.
3. **An activated community** – by fostering health across the lifespan, addressing the social determinants of health, increasing prevention activities, and improving community resilience and social connectedness.

As a growing, innovative, and resilient organisation, we achieve our priorities through our strengths in:

- Consumer engagement
- Professional capacity
- Financial resilience
- Communications and influence
- Research and evidence
- Data and IT capability

Our values

- We build trusted and meaningful relationships
- We respect and include diverse voices
- We act with integrity
- We embrace change with purpose

Our processes

COORDINARE commissions services from our stakeholders, rather than providing services directly. Commissioning involves starting with understanding our communities' needs, identifying commissioning opportunities and then gauging the impact of our initiatives on the community.

COORDINARE uses population health data, and input from our two GP-led Clinical Councils, the Community Advisory Committees, the Aboriginal Health Councils, general practices, and through our strategic alliances with the Local Health Districts, to identify needs, set clear local priorities, and implement government initiatives.

Purpose

The Primary Care Development team leads COORDINARE in developing and implementing relevant strategies and targeted stakeholder engagement plans. The team is responsible for working with stakeholders in innovative ways to facilitate and integrate service delivery to improve the patients' journey through the health system and improve health outcomes. The team is responsible for the provision of practice support, system redesign and other health system improvement projects, pathway optimisation, coordination of care, stakeholder alliances and communications.

The Health Coordination Consultants are highly skilled in relationship management and are responsible for developing meaningful relationships and engaging with key stakeholders including, in particular, with general practitioners (GPs) in their local area. In doing so, this role is the relationship manager and change agent supporting the implementation of strategies and initiatives aimed at supporting and/or influencing stakeholders to make quality and system improvements for better health outcomes in our region.

Whilst it is important that the role operate as part of the Primary Care Development Team and implement identified strategies consistently, it is expected that they will be working autonomously for the majority of their time. The ability to exercise independent judgment, identify and progress local priorities and demonstrate performance through the achievement of identified outcomes is critical. This approach needs to be balanced with seeking out

opportunities to collaborate, ensuring open lines of communication are maintained and issues are escalated as required.

Key accountabilities

- As part of a team, develop, implement, and evaluate strategies to encourage, achieve and maintain GP engagement and goodwill. These may include face to face practice visits, web/video conferencing and regular meetings of local clinical networks including GP Clusters and GP peer groups.
- Support and facilitate local clinical networks such as GP clusters, GP peer groups, allied health/practice nurse/practice manager meetings and other avenues for networking, research, and professional development such as forums/conferences.
- Develop, implement, and evaluate strategies associated with targeted stakeholder engagement plans including for the following key groups (other than GPs): consumers, Aboriginal and Torres Strait Islander, aged care service sector, mental health sector, practice nurses and practice managers, allied health professionals.
- Facilitate primary health care service improvement by: providing practices with access to the latest evidence based information; supporting review and analysis of patient data; supporting the implementation of new initiatives such as eHealth; facilitating access to continuing professional development and networking; working with practices, Local Health Districts and other providers to redesign services.
- Contribute to the coordinated communications strategies to improve engagement with key stakeholders. Consultants will contribute content as well as deliver and evaluate implemented strategies.
- Work closely with Associate Director, Planning and Insights to understand the health needs and priorities of the local population and develop strategies to communicate this information and promote opportunities to improve patient care and health outcomes.
- Work closely with the Managers, Service Development and Performance to understand the local services funded by COORDINARE and assist with provider engagement.
- Participate in the development and implementation of strategies associated with engaging key stakeholders to participate in or conduct continuous improvement, redesign projects, or research and the translation of research evidence into local practice.
- Utilise project management expertise to work collaboratively with key stakeholders to undertake service improvement projects including those with a focus on continuous improvement, redesign projects, or research.
- Contribute to the development, implementation and maintenance of the Stakeholder Relationship Management (SRM) system as a tool to support, track and report on activities. Ensure all activities are kept up to date on the SRM.
- Maintain currency of primary health knowledge e.g. develop discussion papers and literature reviews in relation to current primary health care issues including making recommendations on how they impact on local strategies/initiatives.

Key relationships

- Internal: Primary Care Development team, Planning and Insights team, Digital Health team, Communications Team.
- External: GP Clusters, GP peer groups and other local clinical networks, individual general practitioners and other practice staff, other service providers including allied health.

Key challenges

- Implementing a new way of ‘working with’ (rather than ‘doing for’) the primary health care workforce to meet agreed priority health outcomes.
- Ensuring engagement and coordination strategies are effective, meaningful, and focused on agreed priority health outcomes.

- Translating technological advances and evidence based practice to local service improvements that improve health outcomes.

Key outcomes

- Health system improvement and redesign projects are delivering outcomes in line with project plan.
- High levels of stakeholder engagement in planning and development of health system improvements.
- GP clusters and other clinical networks established and functioning effectively.
- GP and other key stakeholder engagement targets achieved or exceeded.
- Professional development program implemented.
- SRM maintained and utilised as required.
- Strategies to engage other key stakeholder groups implemented and evaluated as required.

Selection criteria

Area	Specific requirement
Qualifications	Tertiary level in a related field; or equivalent relevant experience.
Registration and licensing	Australian Drivers Licence
COVID-19 vaccination compliance	It is recommended that COORDINARE employees have completed at least 2 doses of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA).
Knowledge and experience	1. Relevant tertiary qualifications or relevant industry experience in healthcare, health promotion, project management, health administration or equivalent experience working in a primary care or aged care settings. 2. Demonstrated change agent with experience developing and leading integrated service improvement initiatives including influencing behaviour change in organisations and/or systems. 3. Proven stakeholder management experience working with diverse groups of people and managing competing demands to achieve agreed outcomes. 4. Strong analytical, data analysis and report writing skills and the ability to use data to communicate opportunities for quality and system improvement. 5. Highly developed interpersonal, communication, facilitation and relationship management skills including the ability to influence and negotiate outcomes. 6. Demonstrated skills and proven track record in project management in a complex, specialised environment. 7. Demonstrated ability to work autonomously, exercise independent judgment and make decisions whilst recognising the importance of maintaining open lines of communication and escalating issues as required.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

We support Hybrid Working, so it is expected on average 40% of your work time should be spent at a COORDINARE location to achieve the exemplary depth of relationships, connection, and collaboration as desired.

Successful applicants must have the right to work in Australia.

Successful applicants must have access to a comprehensively insured motor vehicle and a willingness to travel as part of this role, including overnight stays.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.		
Employee's name:	Employees Signature:	Date:
Supervisor's name:	Supervisor's Signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
April 2015	1	HR Manager	CEO	New position
Feb 2025	2			Review PD as part of the PDP process
August 2026	3	Associate Director, PCD	Director, P&C	Reviewed as part of recruitment
November 2026	4		Director, P&C	Reviewed as part of recruitment