



# Position Description

Position Title	Health Coordination Consultant
Responsible to	Manager, Primary Care Development
Responsible for	Nil direct reports
Location	Queanbeyan (travel across the region will be required)
Status	Full Time
Hours	38 hours
Conditions	National Employment Standards Employment Contract Company policies and procedures
Salary range:	\$70,000 to \$90,000 per annum
Remuneration & Benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Level of Delegation	In line with Delegations Policy

## ORGANISATIONAL CONTEXT

COORDINARE has been established to take up the challenge of delivering the Primary Health Network for South Eastern NSW. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise, consumer feedback, to determine locally needs and designing initiatives that improve health outcomes, achieve better patient experiences, enhance provider satisfaction and deliver value for money. Working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we will set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE will work at four levels within the health system to achieve person centred care:

- 1. Involving consumers** in decision-making both at an individual level – around people's own health, treatments and illness-management and at an organisational level – around policy development, service design, delivery and evaluation.
- 2. Supporting general practice** as the cornerstone of primary care
- 3. Working within local communities** to ensure services improve outcomes for at-risk, high needs groups
- 4. Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our needs assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

**PURPOSE**

The Engagement and Coordination team will lead 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 will be 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 will be highly skilled in relationship management and will be 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 will act as the primary conduit for the implementation of strategies 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 Consultants operate as part of the Health Coordination Team and implement identified strategies consistently, it is expected that they will be working autonomously for the majority of their time due to their spread across the region. 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.

**GENERAL ACCOUNTABILITIES****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.
- Work closely with the Communications Manager to improve engagement with key stakeholders through the implementation of identified communication strategies. Consultants will contribute content as well as deliver and evaluate implemented strategies.
- Work closely with Senior Consultant, Epidemiology & Evidence 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 Manager, 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 research, continuous improvement or redesign projects 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 research, continuous improvement or redesign.

- 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 eg 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 – Communications Manager, Engagement and Coordination team, Planning and Performance team, Director Clinical Governance
- 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**

- Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders.
- Gaining agreement on a limited set of priorities, based on local needs that can be addressed adequately with available resources.
- Developing and maintaining effective relationships with key roles in Local Health Networks
- Influencing key decision makers in health and social services organisations to collaborate on innovative approaches to system and service integration during a period of significant service transformation

#### **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**

The experience, knowledge, skills, competencies and qualifications a person requires in order to successfully fulfil the responsibilities of the position are:

1. Relevant **tertiary qualifications** in health service administration, public health or equivalent.
2. **Extensive experience** in a health / primary care leadership role, preferably in a role that had a system and/or service integration focus
3. **Demonstrated understanding** of contemporary evidence based approaches to integrated care, including concepts of change management and service co-design in a regional and rural context.
4. Demonstrated ability to translate strategic thinking into **operational achievement**.
5. Knowledge and understanding of **person centred care and the emerging role of consumers** in the planning, design, delivery and evaluation of health services.
6. Sophisticated external and internal **relationship management skills**, with due regard for political, community and cross-agency perspectives.
7. Demonstrated experience **leading multiple and complex projects and portfolios** with the ability to collaborate with and influence decision makers.
8. Demonstrated ability to **deliver agreed outcomes** and regularly monitor and **report performance**.

9. Demonstrated experience working both independently and in a **team** environment to achieve organisational outcomes.
10. Current NSW Driver's license and access to a comprehensively insured motor vehicle for work-related travel.

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 Name:

Employee Signature:

Date:

Manager's Name:

Manager's Signature:

Date: