

## Position Description

<b>Position Title:</b>	Program Facilitator - Heart Failure
<b>Reports to</b>	System Design & Portfolio Manager – Chronic and Complex Conditions / Program Manager – Chronic and Complex Conditions
<b>Unit</b>	Primary Health Integration and System Design / Program Delivery and Service Enhancement
<b>EMPHN Classification</b>	Band 4

### About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our organisational values underpin the work we do.



### Purpose of Position

This position will be responsible for the further development and implementation of the Heart Failure in Primary Care program which aims to enhance management and patient support for heart failure in primary care by focusing on building the capacity of GP practices and promoting best practice management and patient self-management support for heart failure. Initially reporting to the System Design and Portfolio Manager – Chronic and Complex Care, for the design component of the role, this position will be responsible for developing the detailed project plan and communications strategy for the successful implementation of this program. This will include working with other PHN's in Victoria and key expert stakeholders - such as Specialist Cardiac Services, Professional Associations (APNA RACGP) and Heart Foundation - to leverage resources, information and best practice approaches already available about heart failure.

When the project moves to an implementation phase, the position will work as part of the Program Delivery and Service Enhancement team, reporting through to the Program Manager, Chronic and Complex Care. At this time the position will then be responsible for delivery and implementation of the project plan within the community.

### Key Relationships and Stakeholders

Internal	External
<ul style="list-style-type: none"> <li>• Executive Leadership Team</li> <li>• Portfolio Leaders across the organisation</li> <li>• NWMPHN / EMPHN HealthPathways team</li> <li>• EMPHN employees and contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Victorian Tasmanian PHN Alliance (VTPHNA)</li> <li>• Other PHN's within Victoria</li> <li>• Key expert stakeholders (for example The Heart Foundation)</li> <li>• General Practices within EMPHN catchment</li> <li>• Local Health Networks</li> </ul>

## Key Accountabilities

### Project Management

- Develop detailed project plan for the Heart Failure in Primary Care program ensuring program is appropriately scoped with clear deliverables and timelines which achieve identified outcomes.
- Implement and manage all aspects of the Heart Failure in Primary Care program according to project plan developed including management of quality outcomes, program risk and performance.
- Identify and access evidence based best practice resources to support the implementation of the program
- Apply sound administrative skills and maintain all records to ensure all administrative aspects of the initiatives are met
- Track, document and communicate performance, deliverables and outcomes of the project to ensure appropriate reporting is adhered to
- Prepare high quality reports, project management documentation and well informed options and recommendations papers in an accurate and timely manner.

### Stakeholder Engagement and Relationship Management

- Co-ordinate key stakeholders, including Expert Reference Panel, Lead GP, Practice Nurse, Heart Failure Nurse, Heart Foundation representation and subject matter experts (SMEs) to facilitate the activity.
- Facilitate a Community of Practice, Cluster Monthly Network meetings and program workshops to deliver the program.
- Provide practice support to participating GP practices to build capability in enhanced practice heart failure management and support.
- Work collaboratively and in a positive way with others in the work of EMPHN and across participating PHNs.
- Keep accurate records and utilise stakeholder data to actively build relationships, inform strategy, shape service and improve health outcomes.
- Promote a positive image the organisation and actively promote and positively contribute to the identity and reputation of EMPHN.

### Health Data and Analytics

- Critically analyse data to clearly inform program activity and identify area of need to support the determination of strategic outcomes which respond to agreed priorities.
- Undertake appropriate research and analysis of issues to find suitable solutions.
- Consolidate current resources available within the community to identify and develop a contemporary practice guide containing relevant resources / toolkits / guidelines for patients and practitioners on heart failure.

### Financial Management

- Ensure responsible financial management of funds through responsible spending of funds and adhering to financial management policies and procedures.

### Business Improvement and Innovation

- Identify opportunities for innovation and continuous improvement to strengthen EMPHN's position and delivery of outcomes.
- Identify opportunities for process improvement to

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## Qualifications

- Tertiary qualifications in health sciences or equivalent.
- Desirable – Project Management qualification/certification.

## Knowledge, Skills & Experience

- Relevant experience working within a primary care, sub-acute and/or acute health environment.
- Demonstrated system level thinking and redesign skills with a strong understanding of the Victorian Health System and key opportunities for care integration (pathways of care).
- Demonstrated experience designing and implementing successful multi-stakeholder projects or programs with the ability to develop comprehensive project plans and reports
- Well-developed interpersonal skills and an ability to form effective professional relationships and networks with a broad range of geographically dispersed stakeholders at all levels.
- Demonstrated analytical and problem solving skills (including data analytics) in order to develop ideas and opportunities.
- Excellent written and verbal communication ability, attention to detail, and high level presentation skills.
- Well-developed computer skills.
- An understanding of heart failure management and the key opportunities to improve management of heart failure in a primary care setting is highly desirable
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.
- Current driver's license.

<b>Approved by:</b>	Harry Patsamanis, Executive Director Primary Health Integration & System Design	<b>Date:</b>	16/04/2021
<b>Next Review Date:</b>			